

TNT VIETNAM

McTECH CO LTD

CUSTOMER STORY

McTECH Co Ltd has been distributing computer hardware since 1998. The company imports equipment from countries around the region, especially Singapore, and sells them in its home market of Vietnam. Very little equipment is manufactured in Vietnam; faulty products even have to be shipped to Singapore for repair, making logistics the key to this successful business.



TNT VIETNAM

McTECH CO LTD

CUSTOMER STORY

McTECH Co Ltd has been distributing computer hardware since 1998. The company imports equipment from countries around the region, especially Singapore, and sells them in its home market of Vietnam. Very little equipment is manufactured in Vietnam; faulty products even have to be shipped to Singapore for repair, making logistics the key to this successful business.



HELPING AN IT DISTRIBUTOR SUCCEED

If Nguyen Ngoc Thuy, Office Manager at McTECH Co Ltd, had to choose the most important quality for her logistics partner to possess, she would opt for good service over price. But since working with TNT she no longer has to compromise. "I would choose attitude over price, but TNT achieves both," she says.

Each week the company ships two consignments of as much as 700kg around Asia, importing computer products into Vietnam before sending them on to customers.

As such, reliable deliveries are key. If shipments are late, the company sometimes faces penalty fees, and is likely to lose repeat business from customers who may go elsewhere. With TNT, she is able to forget about logistics and focus on her core business. "I never have to worry about my consignments," she says. "If a shipment was picked up yesterday, I am

sure it will be delivered today. There's no need to check the status or ask for the date of arrival."

Customs requirements can vary across the region, which have the potential to have a negative impact on McTECH's business. But by using TNT's in-house customs services, the process can be streamlined, giving Ms Nguyen one less thing to worry about. TNT's customs expertise means that the paperwork is minimised while ensuring delivery times remain short and consistent.

Ms Nguyen gives an example of a big shipment of over 500kg that had to be delivered at short notice to avoid a penalty fee. "I know it normally takes 1-2 days to find space on a plane, but this was a top urgent delivery," she says. "The sales team called me and arranged to get it on the next flight from Singapore, and I received the shipment the next day. I love the attitude from the team at TNT, they support me a lot."

ABOUT TNT EXPRESS

TNT Express, a FedEx company, is one of the world's largest express delivery companies. On a daily basis, TNT Express delivers close to one million consignments ranging from documents and parcels to palletised freight. The company offers road and air delivery services in Europe, the Middle East and Africa, Asia-Pacific and the Americas. TNT Express made €6.9 billion in revenue in 2015.

