



Customer Story



Background

BlueSky Global Solutions have spent decades at the forefront of the logistics and distribution industry. This experience, along with their use of leading-edge technologies, ensures that their customers can achieve their own strategic and financial aims.

Situated at Colnbrook in Slough, the company is in the perfect position to supply domestic and international solutions for their client's needs.

Problem

BlueSky's existing courier solution was limited in functionality, which hindered their room for growth. Staff would spend hours working on supplier invoice reconciliation, and at times reporting felt inaccurate. The lack of updates was also a concern, and the system was quickly becoming outdated. They got in touch with Metafour as they were looking for a modern software solution, which would provide them with an excellent customer experience whilst giving them room to grow. Moving platforms was a daunting proposition for BlueSky, with concerns surrounding set up and learning to use a new system. They were also keen that any software supplier they chose would be constantly innovating and looking to bring them new solutions.

“Working with the Metafour team has been brilliant. They are very responsive and great to work with, no complaints whatsoever. Our implementer Lloyd was a real star, holding our hand every step of the way and always being on hand to answer questions.”

Simone DeGiorgio, Managing Director



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Solution

Working with the team at BlueSky, Metafour provided a complete software solution to help them run almost every aspect of their business. Metafour's project team worked closely with BlueSky, to ensure a smooth transition to the new NetCourier system.

The new intuitive Client Portal ensured that disruption to the end users was minimised, and reduced the training required to move systems. It also delivered added value to BlueSky by offering their customers access to all their jobs, invoices, plus full tracking transparency in one place. This one addition alone helped to reduce inbound phone queries by over 50%.

BlueSky also utilised the comprehensive reporting tools that comes as standard in NetCourier to save time on supplier invoice reconciliation and P&L reports. Customised folder views allow BlueSky access to specific data for further reporting and analysis.

Another part of the solution put together by Metafour was the introduction of Metapp, the smartphone application that connects drivers to the core NetCourier system.

Assigning collections to drivers while out on the road has proved crucial to operations, and real-time connectivity ensured that tracking was almost immediately visible to BlueSky's customers.

Metapp has eliminated the need to call drivers, saving time and reducing errors. Drivers having the ability to both apply tracking directly to the job and collect signatures was also a significant improvement.

By moving to NetCourier, BlueSky have increased their efficiency and streamlined their customer service process. They can now focus on growing their business and increasing revenue, whilst remaining confident that their software remains at the forefront of the industry.

6 third-party API solutions and data-exchange options currently in use

Extensive network of over 400 offices internationally

In-bound phone queries reduced by over 50%



For further information, please contact us on sales@metafour.com or 020 7912 2000


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