



# Translink Express Logistics



TranslinkExpress  
LOGISTICS

**MyCalls real-time stats have assisted with staff coverage at busy times and enabled click & dial for speedy and accuracy. SIP connectivity has given Translink flexibility and reliability**

Translink Express Logistics, based in Leicestershire, are an award-winning distribution company, who have been delivering a first-rate service since 1987.

Based in the centre of the country and close to all the major road networks, Translink is ideally placed to access the whole of the UK. An independent company, Translink’s comprehensive portfolio of services covers delivery of parcels and palletised goods worldwide, bespoke to their customers’ needs.

In order to give a professional and efficient service to customers, the telecommunications that are used within a business need to be equally efficient, cost effective and professional. The impression given when making the first contact is vital and being directed to the correct person or department swiftly, is crucial.

Translink have been customer of Dalys for over 10 years and part of the appeal of dealing with an independent company such as Translink is the flexibility of their offering and at Dalys we have the same philosophy. We believe that each business is unique and the way that a telephone system works within that business must complement and enhance the day to day running of the business. Also, Translink, were happy to deal with another Leicestershire businesses.

Translink also recognised the need to upgrade their telephone system to help with their continuous drive to improve efficiency within the business and enhance the customer experience.

MyCalls Call Management on the NEC SV9100 has enabled reporting, ease of use and enhanced features for Translink staff. My Calls Desktop has enabled click & dial for speedier and error free dialling, and gives the ability for users to listen back to their own calls to confirm specific points made in a conversation. Coupled with the ability to see who is calling prior to answering the call can also help with customer service issues. Staff have also benefited from full-colour screen gigabit handsets and Plantronics headsets for comfort and to alleviate possible future back problems.

MyCalls call recording features are invaluable for training and any confirmation and dispute resolution that may be required, this has already proved to be a really useful tool.

**“We have been extremely impressed with Malcolm from initial discussion to ascertain our requirements through to decision making. The installation team were very efficient and worked with minimal disruption and, as always, we have great backup from the Dalys’ Service Desk team.”**

**Chris Hobbis**  
**Director**



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