

JD Williams case study

“Service levels have improved year on year with Hermes and are significantly better than we experienced with our previous carriers.”

Ian Carr, JD Williams

Key points:

- Hermes delivers over 15 million parcels on behalf of JD Williams
- Lost in transit rates have improved year on year and are better than with previous carriers
- Both companies are working closely together on future service initiatives
- Hermes' service proves to be consistently good

The Operation:

JD Williams chose Hermes as its distribution partner as it was able to offer an economic, secure and fast home delivery service. Hermes collects from two sites in Shaw and Hadfield and provides customers with a next day service and standard service. It delivers over 15 million parcels a year on behalf of JD Williams.

Background:

JD Williams & Company Limited was founded in 1875 by James David Williams, who in 1882, was the first to make use of the UK's parcel post service, to send his company's products direct to his customers. Today it is the most successful direct home shopping company in the UK, operating more than 20 successful catalogue brands with over 2 million customers and 4,000 employees. The company signed an 8-year contract with Hermes in 2008.

The Benefits:

“We have found that Hermes' speed of service is consistently good. In addition, since we have been working with Hermes, our lost-in-transit rates have improved year-on-year and are significantly better than we experienced with our previous carriers.”

“We are working closely with them on a number of areas such as extending our next day delivery offering and having nominated day delivery.”

Ian Carr, JD Williams