

## CASE STUDY

### PALL-EX



#### A LEADING BUSINESS

Pall-Ex was established in 1996 by Secret Millionaire star Hilary Devey to deliver small consignments of palletised freight cost-effectively throughout the UK.

The company has become the No.1 operator of a palletised “hub and spoke” freight network, with over 100 depot locations throughout the UK and Europe and a purpose-built £12M hub in Leicestershire, together with a regional hub situated in Cumbria.

Pall-Ex offers a comprehensive range of pallet storage and delivery solutions, with access to over 7,500 vehicles and over five million square feet of warehousing in the UK and Europe.

The leading pallet distribution business expects to save £52,000 annually through a unified Hosted IT Solution for its email and mobile communications.

#### IMPROVING COMMUNICATION

Pall-Ex selected Outsourcery to provide its comprehensive Hosted IT Solutions to streamline business processes, support its rapid expansion and develop its data management strategy.

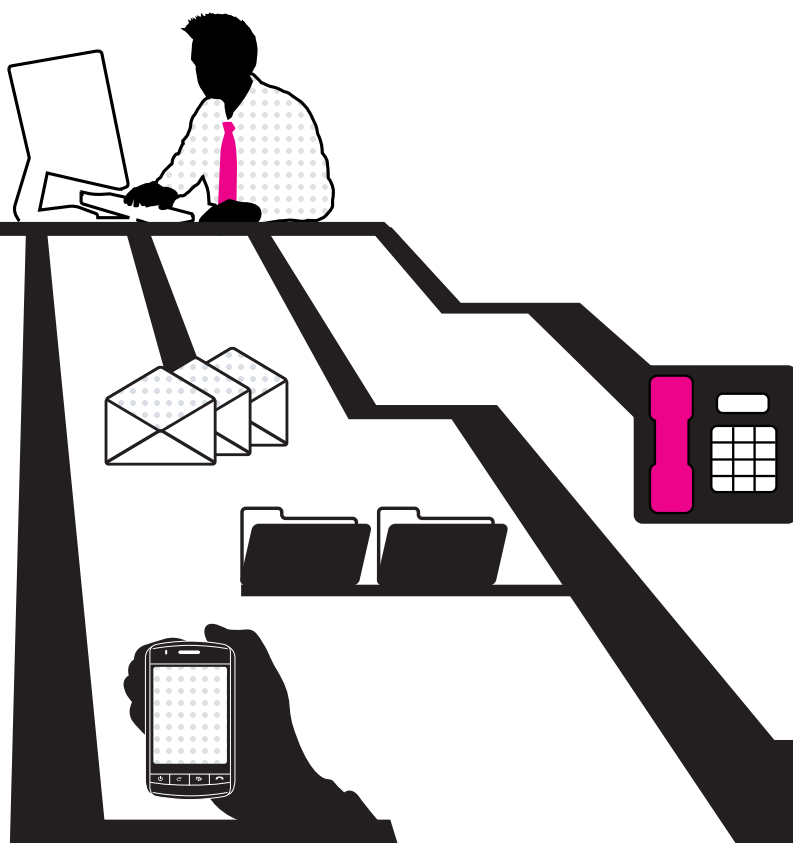
Outsourcery will provide its Hosted Exchange, SharePoint and CRM4 solutions to enable the company to communicate better with its customers and move from an email-based records system to a more robust database solution.

Ben Foulds, Business Development Manager at Outsourcery commented:

“Pall-Ex wants to grow and Outsourcery’ scalable IT Solutions are flexible, enabling it to respond quickly to changes in the marketplace.”

**“Pall-Ex wanted to keep IT costs down by implementing agile, Hosted IT Solutions that bring efficiency, cost effectiveness and a return on investment”**

**Ben Foulds -  
Account Manager, Outsourcery**



## SAVINGS OF £52,000

Sean Sherwin-Smith, IT Director at Pall-Ex commented, "We've avoided spending £30K on support costs by upgrading our existing email service to Exchange 2007.

We have been looking at CRM solutions to develop our data management for a while and SharePoint will improve the way we communicate with our members.

Basically, the team needs to concentrate on servicing customers, members and our hub operations. Outsourcery's Hosted Solutions will enable them to do so."

Pall-Ex will also implement Outsourcery's Quick Start Packs for Exchange and CRM, which are designed to help businesses get up and running quickly with their new Hosted Solutions.

Training will be provided by Outsourcery, giving Pall-Ex staff the knowledge to use their new solutions to maximum effect from day one and advise their member companies on best practice.

The company will also become an Affinity Partner, in order to service its 94 member companies. The Outsourcery programme provides white label literature, marketing materials and full invoice breakdowns, giving Pall-Ex all the documentation it needs to service its customers and member companies.

**"With Outsourcery, our emails, which are also our business records, will be kept indefinitely and will be much easier to manage."**

**Sean Sherwin-Smith -  
IT Director, Pall-Ex**

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### WHO ARE OUTSOURCERY?

We're an experienced provider of Hosted IT and communications solutions. We keep your data secure behind the tough doors of our state-of-the-art data centres. We're also a trusted partner of Vodafone, Microsoft and BlackBerry, giving you the benefits of first class communications and hosted IT alongside our high quality service and support.

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