

TCIEXPRESS

LEADER IN EXPRESS

Door-to-door express logistics industry did not exist in India about two decades ago. At that time the economy grew sluggishly and the pressure to make last-mile deliveries was virtually non-existent. It was only after the economic liberalisation when India achieved a high rate of growth and a booming market, last-mile services started gaining traction across the country. Logistics operations are the lifeline of a country, after all! It was also when Transport Corporation of India (TCIL) took the next logical step by incorporating TCIEXPRESS.



After all, they come after the rigorous hard work and toil that the company and its abled professionals drive on the ground.

TCIEXPRESS' proprietary IT solution is surely one of the cornerstones that leads to these effective operations. The solution has created a benchmark for the industry itself. It encompasses flexibility and scalability, usage of automated systems such as EDI, API, mobile app (for internal and external customers), auto MIS Report, and auto alerts for customers. Its other components include CCTV- and GPS-enabled trucks. TCIEXPRESS is also the only logistics company to provide avant-garde services like VoIP, VPN, Google Docs access

Market

Today, the case is not the same as it was two decades ago. Last-mile and door-to-door services have created a market vertical worth ₹40,000 crore (US\$ 5.6 billion approximately). The rapid growth of the vertical also enabled TCIEXPRESS to grow exponentially, especially with TCI's proven track-record and acquired expertise. The company's distribution network now spans across 750 company-owned branches with an effective reach to 40,000 pick up and delivery locations. This network is so robust that the Express Distribution company extends day-definite solutions to all 704 districts that it services. The entire spectrum of services includes Surface Express, Domestic and International Air Express, e-commerce, as well as Priority and Reverse Express services that are available at a customer's fingertips. Building on its hub-and-spoke model, TCIEXPRESS has specifically focused on ensuring a seamless hub & spoke network with well-connected routes for swift cargo movements.

TCIEXPRESS' key focus sectors are automotive, consumer electronics, pharmaceuticals, apparel and textile, engineering, energy and power, telecommunications, e-commerce, and white goods. All operations are driven by an abled team of over 3,000 highly skilled professionals, 15,000 drivers/vendors and offices equipped with state-of-the-art infrastructure.

Achievements

TCIEXPRESS is today a name well-known across the hallways of door-to-door express logistics. Despite being one of India's fastest growing logistics operators (Amongst listed players in India), it has carved its unique identity as an able leader with numerous prestigious awards in its name. Some of the most recent awards have come from several prestigious sources including Business Superbrands - 2016 & 2019-20, Frost & Sullivan – India Domestic Express Service Provider of the Year Award - 2016, Best Express Cargo Distribution Company of India - 2017, National Quality Excellence Awards - Iconic Brand - 2018, The Economic Times Most Promising Business Leaders of Asia (2019) for the company's Managing Director, Chander Agarwal. Awards and recognitions barely come as a surprise for TCIEXPRESS.

and intranet.

The value to all of this is further added by robust in-house ERP solution, CRM systems, load forecasts for pre-planning vehicle and load management, sales and financial modules for customer service vehicles, sales leads capture

A FLEET OF **OVER 5,000** vehicles crisscross hundreds of towns and cities in India each day

mobile systems, security investigation systems, people-soft for HRMS and payroll systems, business intelligence for dynamic MIS reports, CCTV surveillance

across all warehouses as well as the main booking and delivery locations. All this is keeping the brand at the top of its game.

History

Earlier, TCIEXPRESS was a division that came under TCIL, a renowned name in India's transportation landscape. Leveraging its all-encompassing infrastructure, skilled manpower, and strong foundation, TCIL offers end-to-end multi-modal transport solutions. It is an ISO 9001:2008 certified company and is also listed on both of India's premier stock exchanges – the National Stock Exchange and Bombay Stock Exchange.

Product

TCIEXPRESS is an end-to-end service provider. In the logistics industry, speed is of an essence and all of TCIEXPRESS' services include it as a core component. This is also why the company delivers on time without fail.



The company extends an eclectic range of services. All of these services are a bit different from each other and cater to unmet demands within the market. B2B engagements, Domestic Air Express, e-Commerce Express, Reverse Express, and Priority Express are some of its market offerings.

Surface Express Solutions are executed across 40,000 pick up and delivery locations. They involve fully-containerised fleets, well-defined delivery dates, Sunday and holiday deliveries, and IT interfaces for customers.

Domestic Air Express, on the other hand, looks after time-sensitive deliveries with its round-the-clock availability. It ensures timely delivery across any metropolitan city in 24 hours. The turnaround for mini-metros and A-class towns is kept at 48 hours. Some of the key features of the service include door-to-door/door-to-airport services, airport-to-airport/airport-to-door services, and multi-modal services (which bring about a unique confluence of air and surface transportations). The service also has exclusive tie-ups with all domestic carriers operating in India. Moreover, about 5,000 ground vehicles are always at the disposal for distribution. Additionally, the service covers collection on delivery, octroi clearance services, and late pickup and deliveries and provides proof of delivery in hard and soft formats.

TCIEXPRESS further extends commercial and samples services internationally both for exports and imports through International Air Express. The service recognises the intricacies of international transportation as well as the criticality of both addresser and addressee.

The company also accepts and includes pick-ups (third-country-shipments) from the exporter's premises. Additionally, it offers value-added services like AD code registration, issuance of country of origin certificate, fumigation, GSP certificate, legalisation of documents, and so forth all handled by the company itself.

As and when required, the consolidation of shipments is also undertaken by TCIEXPRESS. It has a proven track record in managing heavy commercial shipments and extends customised pricing based on the transit time. All urgent shipments are processed by trained manpower under the aegis of the company's First Flight Out Service. There are also special arrangements for exporters to insure shipments and avail charter services when needed.

Reverse Express enables the transportation of goods to the manufacturer's location from the end-user. Accepting pick-ups from its pick-up locations, customers avail packing, centralised monitoring, and key MIS as needed.

E-Commerce Express is a curated B2C and B2B service. It involves the multi-modal distribution principle for optimal on-time delivery along with value-added features like CoD, vendor-to-warehouse and inter-warehouse delivery, warehouse-to-customer deliveries, packaging material and distribution. Cash collection, intra-city



distribution, IT interfaces with the customer, and holiday deliveries are also a part of the service.

Recent Developments

In 2019, TCIEXPRESS has launched two one-of-its-kind automated sorting centres in Gurugram and Pune. The construction of the two sorting centres is expected to be completed by Q1 FY 2020-21 and will pave the way for direct cost

reduction, business intelligence tools, shorter turnaround time, and improved operational efficiencies. The Gurugram sorting centre will stretch across 2 lakh square feet while the one in Pune will stretch across 1.5 lakh square feet.

Promotion

TCIEXPRESS, earlier known as TCI XPS, has not only etched a unique identity for itself, it has also been there as a yardstick for other market players. The brand is invited to all significant logistics events and is an active participant of events organised by CII, FICCI, ASSOCHAM, and PHD Chambers to name a few.

Digital is the new-age medium of communications. So, TCIEXPRESS has given this media format its utmost respect. The company has launched a new user-friendly website along with a mobile app to cater to the needs of both internal and external audiences. TCIEXPRESS also makes sure that everything works in synergy by conducting online customer feedbacks frequently. The brand has, moreover, enhanced its social media presence, which is closely monitored by the company's top management.

Obviously, public relations is the foundation for any public enterprise, and the same holds true for TCIEXPRESS since it is both B2B- and B2C-centric.

The company also drives brand promotion via sponsorships and can be seen participating in exhibitions and speaking opportunities across the country.

Brand Values

Trust and integrity are held by TCIEXPRESS as its core values and this fact is made apparent from its internal and external communications spanning more than twenty years. Its mandates are driven by

end-to-end customer needs and draws power from its service strength to lead market developments in a substantial way.

Despite being global, TCIEXPRESS is also known for its nationalistic approach and believes in giving back to society. CSR initiatives of TCIEXPRESS are driven by TCI Foundation which can be seen collaborating with different communities on a large scale. It has built a number of educational institutions, financially supported dispensaries, and reached out to even the remotest of areas in the country. TCIEXPRESS has also worked towards women empowerment and equipped them with skills that have helped them win the bread for their families. It has also driven several eco-friendly initiatives and worked towards fertilising barren lands.



Things you didn't know about TCIEXPRESS

- * The Transport Corporation of India was founded in Calcutta with one truck in 1958
- * TCI XPS launched in 1996, was a division of TCI; it has now become an independent company – TCIEXPRESS LIMITED
- * TCIEXPRESS has more than 750 company-owned branches
- * TCIEXPRESS is the fastest growing B2B Express Distribution Company in India operators (Amongst listed players in India)
- * A fleet of over 5,000 vehicles crisscross hundreds of towns and cities in India each day
- * Its international service reaches 202 countries while its domestic reach covers 40,000 pick up and delivery locations
- * Value-added services includes safety and security of vehicles through tamper-proof locking systems, diplomat service, PoD/e-PoD (Proof of Delivery), CoD (Collect on Delivery) facility, FoD (Freight on Delivery) facility, Sunday and holiday and late pickup services on demand and key account management services

