

Case Study



James Donaldson Timber



Problem

James Donaldson Timber (JDT) are one of the UK's largest independent importers and distributors of quality timber, with over 160 years of experience and expertise in the timber industry.

Before discovering Fagan & Whalley, JDT were outgrowing their in-house logistics and distribution operations. Operating with a small fleet of vehicles and a handful of in-house drivers, the company found itself reliant on long-term vehicle leases, which were both expensive and inefficient.

After a thorough evaluation of their operations, JDT determined that focusing their internal resources on their primary area of expertise would be a more efficient strategy for the business. Consequently, by March 2019, they were actively seeking a local partner to address their logistics and distribution needs.

Solution

In March 2019, JDT approached Fagan & Whalley to discuss ways to streamline their operations and enhance their delivery services. During initial conversations, we discovered that our family-run businesses had much in common, including our values and business practices.

Since then, we have been privileged to develop a fully customised transport operation for JDT. This has included transportation planning and routing services using dedicated distribution runs and groupage services. Our cutting-edge technology enables us to offer comprehensive tracking of consignments, allowing JDT to monitor their deliveries from collection to final delivery.

We take pride in our strong working relationship with JDT and are delighted to offer our continued assistance and expertise in helping them achieve their objectives. In 2020 JDT were looking to reduce their operational expenses further. We were pleased to introduce a bespoke vehicle to their fleet, operating with two liveried trailers, to demonstrate our sustained commitment to our working partnership.

Post-lockdown, we continue to work together to adapt and maintain the most efficient version of their operations possible. Thanks to our extensive distribution and logistics capabilities, JDT is flourishing, making the partnership a win-win for both of us!



The large-scale operation that Fagan & Whalley has built has offered so many benefits to us as a company. The team are experts in their field – they bring knowledge and expertise to our transport requirements and have worked as partners to deliver what we need.

Annie Latimer

How Fagan & Whalley can help grow your business

For almost 100 years, we have provided transport, distribution, and most recently BRCGS (BRC) warehousing services to clients nationwide. As a result, no matter what logistic difficulties you're facing right now – we're almost certain we'll be able to help.

With multiple warehouses and a nationwide distribution network, we can help you extend your reach across the UK whilst giving you the peace of mind that the integrity and quality of your products are kept intact.

Our commitment to excellence is reflected in our use of data-driven and meticulous practices. Once your products are collected, they can be tracked and monitored using our advanced technology, allowing for complete transparency throughout the entire delivery process.. Our technology optimises delivery routes and reduces fuel consumption, increasing efficiency and reducing our impact on the environment.

So, whether you've outgrown your current transport solutions, are having difficulty finding a provider that can fulfil your requirements, or are looking to increase your operational efficiencies – we could be the solution for you. With Fagan & Whalley as your logistics partner, you'll be joining hundreds of satisfied clients in knowing that a trusted, reliable and qualified provider handles your storage and distribution needs.

Get in touch

If you'd like to know more about any of our services, call our friendly team on **01282 771983** to find out more about our services – they'll be happy to help!



Fagan & Whalley