



INDEPENDENT HAULER

"Now I never say no to a customer"

Jesper Frederiksen is an independent hauler who has been in the industry for 31 years. He is primarily managing distribution for a portfolio of regular customers.

The bar for customer service is set high so price is not the only thing that matters to his customers.



"Now I never have to say no to an order. I am not afraid to book assignments beyond my capacity because I know I will get the job done".

It is the network that counts

Jesper explains: "A long time ago I realized that in order to survive as a small, independent hauler in this business you need to cooperate with other haulers. A good network is essential. The Dropboy platform is a unique opportunity to build a strong network and work even closer together and leverage each other's strengths.

Via the platform, I have linked up with six other haulers that I assign the tasks I am able to manage myself".

An everyday tool

"I manage all my orders via the platform and use the Dropboy app to manage all daily tasks. I also use the Dropboy app to register when I start the day and pick up and deliver goods. The registered timing I use as documentation for the time I have spent on each assignment and thus how much to invoice the different customers", Jesper explains.

Get customers on the platform

Customers are next on Jesper's list of invitation to join the platform: "In that way they will be able to create orders and book me online as well as access status on their current orders and historical data".

Besides the ability of offering more digital solutions to existing customers, Jesper is also thinking the next steps ahead: "I believe I'll be able to get in contact with new customers via the platform. As I see it Dropboy is my insurance that I'll also be in the market in ten years and not outcompeted", he concludes.