

# Helping Hermes stay ahead of the game

## About us

We are a team of experienced Salesforce consultants and have helped countless businesses enhance their IT processes.



Improved client engagement



Easier staff management



**“** *I am very happy with the role Sandyx have played in helping Hermes UK achieve our goals*

- Jonty Abbott, Project leader, Hermes UK

## The growth of a leading courier firm

Hermes are the UK's second largest parcel delivery company, processing around 300 million parcels each year.

In order to be able to scale to this size, Hermes identified that they would need a solution that could provide the best possible flexibility, functionality and integration capabilities.

After carrying out a thorough review of the available solutions, Hermes chose Salesforce. Sandyx were then engaged to design and develop the Salesforce solution.

## What was the scale of the issue?

---

Hermes utilise a large team of Field Managers, which are geographically dispersed across the country to manage the vast network of local couriers.

A Field Manager could be managing up to 100 couriers and would also be responsible for recruitment of new couriers for their area. Hermes specified the three most important software functions as being; an off-line mobile app, an easily-integrated recruitment page and a reporting feature for managers to track courier performance.

## Sandyx and Salesforce delivery

---

Sandyx used the power of the Salesforce Platform to rapidly deliver a working prototype of the system. The bespoke solution was made using the core components of Sales Cloud. The mobile app means that managers can carry out all their tasks while on the road, with a lack of connectivity not being an issue. From an iPad or Android tablet, a Hermes Field Manager can always now review courier applications too. Successful candidates are then converted to Couriers within Salesforce and their progress is later tracked. Salesforce integrates with the Hermes parcel processing system, pulling in the data needed to provide performance metrics on each Courier. This allows the Field Managers to conduct informed reviews with Couriers, using the mobile app to display report data in real-time during the review.

Visit **[sandyx.com](https://www.sandyx.com)** to see if you could be our next success story