



Trans+Plus Celebrates its Relationship with Buckley Cartage

Buckley Cartage, a fourth generation transportation business, was established in 1892. Mark Taylor, Vice President, took a few minutes from his busy schedule to discuss Buckley Cartage and their relationship with Trans+Plus Systems Corp.

“Buckley Cartage has a strong commitment to their customers,” Mark explained. “Buckley has been successful in maintaining relationships with their customers by looking at their service offerings and enhancing customer satisfaction by either changing equipment to suit a need or by adjusting time schedules. We’ll even dedicate drivers and equipment to a customer,” Mark added.

Buckley Cartage believes strongly in excellent customer service. As such, they have empowered their drivers to engage their customers with face to face, personal service. Their drivers are dedicated people, committed to their customers’ total satisfaction and this challenges the organization to perform at its very best. To accommodate customers, changes on the fly are needed but to do so require decisions to be made based on a multitude of real time information that can be retrieved very quickly from a flexible information system such as Fleet Manager Professional. One customer service representative at Buckley remarked, “The order listing screen has such an amazing search ability that I can find anything a customer requires!”

Trans+Plus understands the need to provide great customer service. We don’t hide behind voice mail and e-mail. By having service representatives answer phone calls first hand, means that we are always reachable and ready to listen. We encourage our customers to offer ideas to enhance the software so that we can make their job easier to accommodate their own customers’ needs and industry requests.

At one point Buckley tried a competitive product but quickly returned, realizing that Trans+Plus was much faster to respond to customized requests enabling Buckley to meet the demands of their customers much easier. Tom Sim, the Information Technology Manager at Buckley Cartage stated, “We tried another well known product and going back to Fleet Manager Professional was the right decision! The people at Trans+Plus listen to our suggestions and continually enhanced their software to meet our needs and changes in the industry!” Trans+Plus values clients like Buckley whose co-operation and input helps to further develop our software solutions. Through research, exploration, and open communication the operations envelope is able to expand and benefit others throughout the transportation industry!

We celebrate our relationship with Buckley Cartage and wish them continued success!

For more information about Buckley Cartage Limited, please visit their website at www.buckleycartage.com.