



# TRILOGY FREIGHT

Carrylift's attention to customer care before, during, and after the point of sale providing nationwide maintenance coverage is the key reason companies choose our equipment and quickly become repeat customers.

This level of service led leading airfreight logistics company Trilog Freight to choose Carrylift when they wanted to replace their forklift fleet, and to reduce their company carbon footprint.

## About Trilog Freight

Trilog Freight is the result of a merger of three successful businesses, CM Express, S3 and Robins Transport, and now employs 150 staff across four cities – Liverpool, Manchester, Birmingham, and London, with operation centres based within three prime location airports – Manchester, Birmingham, and Heathrow.

As a logistics and warehousing company which stores and transports goods for companies throughout the UK, Trilog is dedicated to reducing its impact on the environment and aims to be a leader in sustainability within the freight industry. It is this belief which drives continuous improvement within Trilog, which most recently has replaced the vehicle fleet across the company including their electric fleet cars and forklifts.

## The Challenge

When the global pandemic grounded planes in 2020 Trilog used it as an opportunity to restructure and reinvest in their equipment to move the business forward and ensure their future profitability.

Part of that planning process has been a transition from gas to electric as the main source of fuel, bringing with it the benefits of both an improved carbon footprint and a reduction in operating costs.

Trilog used around thirty bottles of LPG per week to power their forklifts, but were looking at reliable alternatives which were up to the challenge of operating indoors and outside in all weather conditions.



**Craig Mills**  
Operations Director

**Craig Mills, Operations Director of Trilog Freight, says:** "As a company we pride ourselves on our hassle-free service and reliability, as any equipment downtime immediately impacts on customer delivery. With daily peak time pressures for loading and unloading, and having a dependence on good supplier service, Carrylift's nationwide network of service engineers offers fast response times and this made good business sense.







**"Our previous forklift supplier would take three days to come out and fix a problem, then it would be a week for them to get the part and another week before they could fit it so we could be back on the road."**

"Their whole ethos wasn't customer focused, and you felt like a pest when you contacted them. There was no customer service, you could not call them, and it was more of a 'we'll get to you when we get to you' kind of attitude."

"We had used other providers, but they weren't ticking my boxes, and none of them quite had the coverage we needed."

"Trilogy needed national coverage, and this went cap in hand with Carrylift having a national network."

### Our Solution

Trilogy invested in their first electric vehicles from Carrylift in 2018, and they now have twenty-five electric and LPG forklifts in their fleet. The TCM forklifts have the correct IP rating which can operate both inside and outside.



The equipment is supplied with OEM warranties and is supported by Carrylift with a five-year maintenance contract, giving Trilogy complete peace of mind.

**Craig continues:** "At our Manchester Airport site, which is an all outside operation, these TCM forklifts have been a good fit for us. Our other sites where we have moved to electric trucks have not cost us any downtime and we have fast chargers for when they run low, so the transition from gas to electric has been seamless to be honest."

"I'd not experienced the TCM brand before, but the technology has certainly moved on and they have a lot more technical advice available on the displays. They will display an error code if something goes wrong which means they are easier to repair."

"Carrylift come out the same day if something happens, plug a handset into the forklift to find the fault and they do a repair there and then. Sometimes there can be parts which need to be ordered, but the Carrylift guys carry all the essential parts with them so generally it's a quick fix."

"That's why our suppliers are as important to me as my customers, because without them I can't keep our customers happy and that means I can't have downtime within my vehicle fleet."

"You go with people that you trust and we have a relationship with Carrylift. If you're going to spend over £100,000 on equipment you want a trusted partner, so you don't need to worry about the decisions you're making."

"I know if in 16 or 18 months something happens, I can go to Carrylift and get any issues ironed out, which is why I would 100 per cent recommend them to anyone because of the whole package they provide."