

Press release

Gebrüder Weiss: Home delivery business with record utilization

Logistics provider delivers around 300,000 consignments throughout Austria in 2017. Experienced personnel sought for services relating to end customer delivery.

Lauterach, December 20, 2017. The international transport and logistics company Gebrüder Weiss remains the clear market leader in the Austrian home delivery business in 2017. The logistics provider handled around 300,000 consignments for its customers during this year: “This is a record number, the highest since we entered the field of end customer delivery. And this does not even include consignments with a special service. Strong online consumption, especially in the run-up to Christmas, has ensured a very good order situation. And the trend is pointing upwards,” says Martin Treffer, Product Manager GW pro.line home at Gebrüder Weiss. On average, the shipment volume is currently growing by around 30 percent every year, Treffer continues.

Gebrüder Weiss has been active in the demanding home delivery segment for twelve years now. Key customers include renowned international mail-order businesses. “Decisive for the success – in addition to our high network coverage and short lead times – is the high quality of service,” according to Treffer. Under the product name “GW pro.line home”, Gebrüder Weiss not only offers delivery (within 24 or 48 hours) to the front door of the end customer, but also extra services such as unpacking, connecting or installing electrical appliances and furniture as well as the proper disposal of packaging material.

Experienced personnel sought

Other services include individual appointment coordination with the end customer, who can choose the delivery time from one of three delivery time windows. On the day of delivery, the end customer also receives a call from the driver team one hour before delivery. “Clear communication, high reliability and top customer service are crucial to success,” says Peter Schafleitner, Director and Regional Manager Middle at Gebrüder Weiss. To this end, the company currently has about 80 individually trained two-man teams in action. In order to further expand its home delivery services, the logistics specialist is looking for experienced personnel throughout Austria, including drivers, warehouse workers, dispatchers and employees for customer service.

Expansion of services planned

In addition to Austria, Gebrüder Weiss serves the home delivery market in the Czech Republic, Croatia, Hungary and Slovakia. In the medium term, the logistics provider would also like to offer its services uniformly there under the product “GW pro.line home” and extend it to other Eastern European countries. There are also plans to expand the portfolio of services: In addition to “same day” express deliveries, customers should also be able to book their desired delivery time via their mobile phone in the future.

About Gebrüder Weiss

With over 6,500 employees, 150 company-owned locations and an annual turnover of 1.36 billion euros (2016), Gebrüder Weiss ranks among Europe's leading transport and logistics companies. In addition to its core business of land transport, air & sea freight and logistics, the company operates a number of highly specialised industry solutions and subsidiaries under the umbrella of Gebrüder Weiss Holding AG, based in Lauterach (Austria). This includes logistics consultancy firm x|vise, tectraxx (industry specialist for hi-tech businesses), inet-logistics (software solutions for TMS transport management), dicall (communications solutions, market research, training, Rail Cargo (railway transport) and the Gebrüder Weiss parcel service GWP, co-partner of the Austrian company DPD. This bundling of services allows the corporate group to respond to customer needs quickly and flexibly. Having implemented a variety of environmental, economic and social initiatives, today the family-run company with a 500-year history is a pioneer in sustainable business practices.

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