

CASE STUDY

Grant Stupart doesn't sit on the fence when comparing Haines Watts' service with what he had before: "The difference is staggering – we now have systems in place to help us analyse and address any potential issues. Everything is more transparent."

Moving freight forward

Dissatisfied with his incumbent provider, the managing director of TPC Freight Management was referred to Haines Watts around 18 months ago. "We weren't getting a hands-on, proactive service," he explains.

The key to good management is recognising one's weaknesses as well as strengths and Grant's desire to address this was the genesis of the partnership. "Handling the financial aspects of a business is definitely not one of my strengths," he laughs. "I rely on the people I employ in that regard."

His strength lies in developing his business. The Scotland-based freight management and consultancy service has offices in Russia and China and, using Grant's background in freight management for the drinks industry, is now looking at Kazakhstan. There is also a TPC Logistics arm based in Manchester.

"We immediately recognised that it was a strong, growing business," says Douglas McGhee, Chairman, Haines Watts, Glasgow. "It just seemed that the flow of information to management wasn't great. We developed a strategy to change that and help them move forward."

Moving forward is something TPC Freight Management excels at. Formed just over six years ago, its turnover has grown from under one million in its first year to £7.5m in 2008. It is also confident it will surpass its downturn-adjusted growth projection of 20% this year.

So, what exactly is different about Haines Watts? "They got involved right from the beginning," states Grant. "They've helped us with cash flow, forward planning and taxation. They even managed to reduce my personal tax liability. We've had experts in foreign currency exchange advise us and our monthly meetings generate a constant flow of communication."

When Grant decided to move his banking facilities he discussed options with Haines Watts: "They wanted to speak with the banks too, which I've never seen before.



"Banks don't really know how to run a freight management company," explains Douglas. "But they are worried about risk exposure, so the quality of the information they're getting determines whether this is a company they will support. We were able to help with this."

TPC Freight Management's success is built upon a platform of an exceptional service which allows clients to concentrate on their core business – an ethos which enjoys a natural fit with Haines Watts. "It's comfortable," says Grant. "Douglas and his team are open with me and always acting in our best interests. They have improved the whole culture of our company."



Fact file

Issue: Operational efficiencies
Sector: Freight management
Location: Glasgow