

Courier and Express Delivery - UK - March 2015

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“With parcel volumes expected to continue rising sharply in the coming years, it is crucial that operators expand capacity to process packages in greater numbers.”

– Ben Harris, B2B Analyst

This report looks at the following areas:

- What systems investment should operators prioritise in an increasingly competitive market?
- How can delivery firms actively develop SME business?
- What alternative pick-up locations can tempt retail consumers away from choosing home delivery?

The courier and express delivery industry has evolved over time from its beginnings as a service primarily for business-to-business (B2B) parcels and packets. It now includes the business-to-consumer (B2C) and nascent consumer-to-consumer (C2C) sectors. Growth in these two areas is driving the industry.

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This report is part of a series of reports, produced to provide you with a more holistic view of this market

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Trade associations

Association of International Courier & Express Services

Trade magazines

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