

# ABX Express (M) Sdn. Bhd.



ABX Express (M) Sdn. Bhd.'s beginnings could be traced back to November 7<sup>th</sup>, 1984 in Labuan when it was simply a small-capacity courier operator that offers express courier services to domestic and international destinations. It truly is an alluring success story when one considers that the ABX we know now – a 85 service centres countrywide, managed by more than 1,200 professional workforce and possessing 200 delivery vehicles exclusive of 535 motorcycles – was a 3 man workforce operating with a car and two motorcycles. ABX Express has certainly set a standard for what SMEs can do when hard work and desire is given the right opportunities and encouragement.

Throughout the stunning successes of ABX, 2004 was a historical year when it became the first local express courier company to partner with various international courier express companies, to provide a global reach. As recently as last year, ABX saw a 14% increase in company profits and those profit margins were largely due to the company's astute financial management coupled with its strategic operations. At the same time, the financing received from MIDF in the acquisition of the latest mobile workforce devices/ scanners also played a crucial part in attracting significantly more customers. These latest acquisition had not only helped in reducing operating costs, but also improved its operations, bringing it up to the level of the international players.

The mobile workforce devices that were financed via MIDF had enhanced the company's effectiveness to track the location and status of their customers' shipping packages real time. Apart from being the only local express courier company to use such mobile scanners, the sophistication of the system had also lent a helping hand in improving ABX's own tracking system - Smartrak® - therefore making it one of the most effective systems in Malaysia.

According to ABX, the reasoning behind their choice of MIDF's financial assistance

for the latest state-of-the-art tracking systems, were largely based on what most other companies have found out - the very competitive monthly payment rates that were on offer. "It allowed for a well-structured financing, within a reasonable time limit that takes into account ABX's cash flow. During the grace period before repayment began, the subscription commitments required is 4 times lower than the monthly instalments, quantum-wise," said ABX's Accounts Manager. Apart from the attractive and structured packages given, ABX were also aware of MIDF's reputation in helping many domestic and SMEs businesses towards successfully establishing themselves and their expansion. "We take note of MIDF's reputation as an institution that is experienced, possesses knowledge and competency of more than 50 years in terms of what financial needs are required by a particular set of companies and the industry they are operating in ," continued the Manager.

Additionally, ABX strives to continuously improve its ICT application systems so that its business operations will continue to provide a high-level of satisfaction to their much valued customers. ABX boasts of its own intellectual ICT systems, Smartrak® and Smartship®, which not only simplifies shipments processing and improve its track

and trace but also produces very useful reports to help the customers manage its shipping costs. ABX also offers world class express courier services at an attractive and competitive price to its customers and the general market at large. The improvements made to its security and express delivery systems have garnered the added confidence of its customers, making ABX Express as a top choice for professional express delivery services.

The experiences it has gained and the business relationships it has inculcated with various leading corporate entities ensures that ABX will always maintain a quality of service that is at least on par with the very best. With the major percentages of its customers coming from the finance and banking industry, such as CIMB Group, Maybank, Standard Chartered, and HSBC Bank, as well as leading institutions such as Maxis Mobile Sdn Bhd, PETRONAS, and Mydin, ABX is quietly confident of its future development and capability to navigate the challenges that lay ahead.