



Enterprise North Shore
The Economic Development Agency
for North Shore City

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Finding solutions pays off for courier service

Outstanding dedication to their customers has paid off for North Shore courier Inter City Urgent.

Named as winners of Flo2Cash Excellence in Service Delivery Award at this year's Westpac Enterprise North Shore Business Excellence Awards, Inter City Urgent were praised by judges for their innovative all round customer service.

Service delivery is the cornerstone of Inter City Urgent's success shown by their mission statement "Go to the Customer with the solution, not the problem". Relying on a dedicated team and innovative, reliable systems, judges were delighted by the honesty and transparency shown towards their customers.

With a fleet of 30 vehicles, the Albany-based urgent courier service can provide everything from a 15 minute urgent delivery to four-hour large freight deliveries.

"We have entered the awards this year to acknowledge the outstanding contribution our staff and couriers have made to the company's success. This is a people industry and we have a fantastic team and a winning culture," says Managing Director Nick Kershaw. "We are the perfect combination of unique technology solutions and personal, hands-on service."

“In a rapidly evolving and fast-paced business world, it is important companies remember to focus on the reason they exist – their customers,” says Terry Hoskins, chief executive of Enterprise North Shore. “Inter City Urgent’s success at providing outstanding, efficient and effective service is an example we should all follow.”

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Pictured receiving their award are, from left to right, Nick Kershaw and Cheree Wigg, Directors Inter City Urgent, Collin Scholtz, Operations Manager, Ryan Cachi-Mills, Information Systems Manager and Roger Wang, Managing Director of Flo2Cash, the category sponsor

