



WAIREKA GROUP using technology to manage customer expectations

Waireka Group seized the opportunity to transform its fleet management as the complexities introduced by the Covid-19 pandemic struck home. By digitizing its existing paper-based job management processes it provides better service, schedules more jobs, has reduced costs and set up an easy to manage process for the dispatch team.

Challenge

Waireka Group wanted to improve its scheduling processes to provide excellent job transparency for dispatchers, customers, and partners.

Solution

vWork digitised existing paper-based processes and provided real time accuracy using capability such as Xero integration and email scraping.

Outcome

Overall time spent from dispatching through to invoicing reduced by 50% with a huge uplift in overall customer satisfaction and trust.

1,000+ orders per month

50% reduction in time to invoice

“Digitizing our existing paper-based processes and using vWork has helped our workers to stay safe out in the field. Using vWork on their tablet, they can take a photo, upload it, and the whole thing is contactless with no signature required.”.

ASHWIN MANI, GENERAL MANAGER WAIREKA GROUP

Using technology to manage customer expectations

Waireka Transport & Logistics is an expert service provider in transport, warehousing and logistics. It carries out over a thousand jobs per month, across its core transport and logistics division and container and freight cartage.

The COVID-19 pandemic created a number of supply chain issues for transport and logistics businesses, which resulted in more time managing customer expectations.

To help alleviate some of the uncertainty around delivery times, Waireka used the vWork customer portal to provide its customers with full transparency of container deliveries. Each customer is provided with its own login to track delivery progress, and the feedback from customers has been really positive.

“It is great being able to give a delivery ETA using live data”, says Ashwin Mani, General Manager of Waireka Group. “It frees us up and not only saves us time, but saves our customers’ time too. We have several key customers currently using the customer portal and so far the feedback has been great.”

COVID-19 not only shook up the supply chain but also forced changes in the day-to-day for field service workers. Ashwin says using vWork made it easier for his workers to adapt to new, contactless processes.

A growth mindset

With a post-Covid growth mindset Ashwin believes the next few years will see Waireka grow, starting by diversifying into HIAB and other freight divisions. With this diversification will come a need for additional workers, resulting in a predicted 50% increase to the number of workers using the app.

“A challenge has been that many workers used paper-based working but slowly we can see that everyone has adopted vWork and can see the benefits

for themselves. So the plan with our new workers is to ease them into the business and gradually roll out vWork”

Email scanning supports future business growth

Ashwin is excited by the opportunities vWork provides Waireka Group moving forward. In Ashwin’s words, “We’ve got to keep up with technology to drive our business processes. A good processing system will drive the business itself, and that enables business growth”.

According to Transport Administrator, Tracey McLay, the introduction of email scanning has saved the business a lot of time and reduced the potential for errors. “vWork enables us to automatically create a scheduled de-hire the minute a container has been dropped off. The information is scraped off an email sent to a dedicated address, which is triggered in vWork when the driver confirms the job is complete.”

The email contains all the information required to set up a de-hire in the system. This is timed so it seamlessly fits with bookings being scheduled 48 hours in advance enabling proactive planning and optimal use of driver resources.

“We estimate it saves us a couple of hours a day. Not only does it give us peace-of-mind that every single de-hire is being captured there are no data-entry errors or misinterpretation of information,” explains Tracey.

This is just one example of the new vWork capability Waireka is looking to onboard in the coming months, including an integration between vWork and their port VBS (Vehicle Booking System) which Ashwin says will be an additional huge time saver. He’s also keen to get even more analytical with reporting and introduce vWork’s distance data integration with EROAD, enabling Waireka to even more accurately locate their workers on the map.

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VWORK IN NUMBERS

- Over 450,00 jobs scheduled each month
- 4,600+ active users
- Customers in 12 countries