



TRADE

Maximising Efficiency and Cost Savings for Enhanced End User Benefits

RADARO

Founded in 1953, Hume Doors has grown into one of Australia and New Zealand's leading door manufacturers, serving various sectors from Commercial and Industrial to residential projects. By combining cutting-edge technology with decades of industry experience, Hume Doors & Timber develop tailored solutions for the modern building industry.

The Results With Radaro

50%

REDUCTION IN CLAIMS

50%

REDUCTION IN PHONE
CALLS TO THE OFFICE

10%

INCREASE IN CUSTOMER
SATISFACTION

Company Overview

Industry

Trade

Employees

100+

Use Case

Commercial & Residential
Door Manufacturing
and Distribution



Hume Doors & Timber greatly values Radaro's detailed insights into our delivery operations.

Radaro enables us to provide client distribution centers such as Bunnings, with data-driven price adjustments through accurate financial reporting.

The ability to break down data per client, means we can optimise our freight rates, benefitting all parties. This includes assisting resellers and builders to identify operational challenges, ultimately leading to being able to provide reduced consumer pricing.

– Glen Beuzeville, NSW North Coast Manager - Hume Doors & Timber



01 - Challenge

- ✓ Limited control and visibility over both owned and contracted delivery processes greatly hindered daily operations and Hume's ability to provide an exceptional customer experience.
- ✓ Unreliable document management across all states and territories resulted in a lack of verifiable proof to determine successful outcomes for the business and its customers.
- ✓ Inability to manage and measure customer delivery satisfaction meant Hume was unaware of customer discontentment.
- ✓ A lack of delivery controls and reporting mechanisms created significant inaccuracies in financial transactions, particularly when delivering to clients distribution centers.

02 - Solution

- ✓ By using the Radaro platform for outbound delivery management, you gain complete control and visibility over owned, contractor and 3PL fleet, with real-time tracking, location updates and optimised driver routes.
- ✓ Centralised delivery documentation and communication, such as PODs, photos, timestamps, as well as customer feedback are readily available to all business divisions in real time.
- ✓ The Radaro delivery management tool prioritises customer satisfaction by ensuring timely and accurate deliveries, along with real-time communications and escalations.
- ✓ Radaro's user-friendly reporting and management tools streamline operations, enhancing efficiency and reducing business overheads.

03 - Outcome

- ✓ This implementation has significantly improved our operational efficiency and professionalism, positioning us well to achieve our minimum 98% DIFOT goal.
- ✓ Through route optimisation and planning across our fleet, customers now know exactly when to expect their deliveries. And combined with centralised visibility and control, including consolidated storage of all delivery data, we've seen a significant decrease in claims and an overall increase in customer satisfaction ratings. Our ability to respond to real-time feedback has been pivotal to increasing customer outcomes and has strengthened the professional relationship between Hume, its partners and customers.
- ✓ We've also fully embraced the inbuilt reporting tools, which provide valuable insights to support a more data-driven decision-making process across all departments. This enables us to present evidence-based metrics to senior management strategic direction.



RADARO

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