



SERVICE

SPL's Strategic Embrace of Data and Radaro's Role in Greening Laundry Operations

RADARO



SPL Services, a pioneering national provider of laundry and linen services, is leading the charge in embracing cutting-edge technology to revolutionise its operations. With the integration of Radaro's dynamic last-mile delivery software solution, SPL Services embarks on a transformative journey, fundamentally reshaping its business approach. Each week, SPL Services manages an impressive 5,100,000 pieces of linen, totalling 2,326,000 kilos across its eight Australian sites. With such immense volume, efficiency, and innovation become paramount, and Radaro emerges as the driving force behind this transformation.

The Results With Radaro



Company Overview

SPL is an industry leading, national provider of laundry and linen services. With a strong emphasis on staying at the forefront of technology, SPL takes pride in their ability to secure and employ the latest and most efficient machinery. In recent years, SPL have continued to enhance their cutting-edge plants and distribution centres across Australia.

Industry	Employees	Use Case
Services	1000+	Managed Linen Services

SPL

01 - Challenge

- Customers grappled with uncertainty, left in the dark about when their soiled linens would be picked up or fresh linens delivered.
- SPL faced a constant struggle with asset management, handling with the elusive whereabouts of field products and imprecise inventory levels.
- A lack of business intelligence hampered decision-making.
- The cumbersome process of manually verifying carrier invoicing drained resources and time.

02 - Solution

- Empower customers with pre-arrival notifications and real-time delivery tracking, setting concrete expectations and slashing call centre volumes at SPL.
- Provide SPL's extensive internal user base with centralised access to detailed inventory data in real-time, ensuring seamless asset traceability.
- Revolutionise the last-mile experience by digitising every touchpoint, offering rich data insights across the driver network, and visualising captured data for analysis.
- Harness the power of Radaro CoR (Chain of Responsibility) to pinpoint fleet locations and capture CO2 emissions data through purpose-built business intelligence reporting.

03 - Outcome

- Unparalleled customer transparency on delivery schedules, leading to swift and efficient routes.
- Real-time capture and display of delivery data, including proof-of-delivery photos, signatures, and timestamps, equipping SPL's customer service teams to swiftly address queries and disputes with full transparency.
- Extensive business intelligence reporting empowers informed strategic decision-making.
- Transparent CO2 emission data enables SPL with transparency on carbon footprint and transport costs, ensuring efficient fleet utilisation.

Testimonials

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“Radaro's initial presentation left a profound impression on us, and the ease of access to its advanced feature set empowered SPL to establish more streamlined triggers. Radaro's ability to pinpoint areas of concern played a pivotal role in our decision to choose Radaro as our provider exclusively.”

– Anthony Capovilla, National Service Delivery Manager at SPL

“Achieving even half of our current capabilities would present significantly greater challenges without Radaro. While BI effectively addresses known issues, it doesn't measure up to the forward-thinking solutions offered by Radaro. This has been substantiated through our data exploration, as we gain insights into what matters to SPL and identify opportunities for improvement, both in terms of cost management and reducing our CO2 emissions.”

– Anthony Capovilla, National Service Delivery Manager at SPL

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www.radaro.com.au

1800 RADARO | results@radaro.com.au