



HOME FURNISHINGS

How King Living Transformed Their Customer Experience

RADARO



In today’s always-on world, customers expect to know when they will receive their deliveries. This was a frustration King Living customers regularly experienced, until Radaro’s last mile solution was introduced. Now King Living customers have complete visibility over their deliveries and after sales service technicians times, and no longer need to make any “when is my...” calls. The result? Positive upticks in customer review ratings and new efficiencies across the business. King Living has implemented Radaro’s software Australia-wide with plans to launch the platform globally.

The Results With Radaro



Company Overview

As a family-owned Australian business, since 1977, King Living has been at the forefront of Australian furniture design. With innovation, quality, design, and comfort as their foundations and a reputation that’s built on steel, King Living designs and manufactures contemporary, award-winning furniture that’s made to last.

Industry	Employees (Global)	User Case	K I N G
Home Furnishings	200	Customer Experience Optimisation	

01 - Challenge

- ✓ King Living having no control over and visibility of their delivery process.
- ✓ Eliminating the need for customers to make “when is my...” calls.
- ✓ Resolving high failed delivery rates.

02 - Solution

- ✓ Digitising the outbound process and empowering King Living teams with live data that offers complete visibility and control across the entire delivery process in real time.
- ✓ Customers receive delivery notifications and can track the arrival of their service technician and product deliveries in real time.
- ✓ Real-time escalations triggered by Radaro guarantee that transparent information is accessible to all parties involved and empower the King Living customer service and dispatch teams to take proactive measures.

03 - Outcome

- ✓ Everything the customers and drivers need is fulfilled within the Radaro app.
- ✓ The average customer feedback through the Radaro system is 4.7 out of 5-stars.
- ✓ 66% of failed deliveries are recovered on the same day plus a dedicated delivery driver in each state to rectify the issues





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