



CASE STUDY

**The power of data:
How a leading facilities
services provider
uncovered carrier invoice
leaks with Radaro**

RADARO



This case study highlights how a leading facilities services provider used Radaro Intelligence to create clear operational visibility across shifts and pickups, uncovering hidden inefficiencies and cost leakage that had previously gone undetected. The organisation's name has been withheld for privacy and commercial confidentiality reasons.

At the centre of the story is a simple shift in data enablement. When you can see what's happening in real time and retrospectively - down to start and end times, job timings, breaks, and delays - you can run tighter operations, verify invoices, improve compliance, and protect margins.

Key stats



Company Overview

A national facilities services provider proudly supporting customers across Australia. Operating across dozens of locations, with a network of over 160 drivers, the business completes approximately **200,000 drops per year**. At that scale, transport performance is central to its ability to deliver reliably every day.

The client's industry operates on tight margins, which means cost leakage in transport operations - whether through avoidable downtime, process gaps, or invoicing errors - has a direct impact on profitability.

As an existing Radaro customer, the organisation had already digitised key parts of its delivery execution. However, the team began to suspect **variances between 3rd party carrier invoiced hours and actual hours worked** - particularly around shift start and end time gaps. To resolve this, the organisation needed clearer, more detailed, trusted execution data and stronger driver compliance in how the Radaro app was used. They introduced **Radaro Intelligence** as a bolt-on advanced analytics capability to turn that execution data into visibility and what they found was eye opening.

Industry

Facilities services

Use Case

Advanced analytics, fully custom metrics, and BI dashboards aligned to specific business goals.

01 - Challenge

- Limited transparency into shift execution**

The team lacked a reliable, end-to-end view of what was happening across shifts, leading to recurring questions around how shift time translated into billable hours. The organisation suspected variances between 3rd party carrier invoiced hours and actual hours worked.
- Margin pressure amplified the impact**

With the facilities services provider managing ~200,000 drops per year and 160 drivers, even small recurring variances in shift time, delays, or invoicing accuracy could quickly accumulate into significant transport cost leakage.
- Unexplained “time gaps” impacting transport costs**

The organisation identified questionable time patterns, including:

 - Gaps between shift start and first job, and gaps between last job and shift end
 - Delays at docks that were not consistently captured or communicated
- Break and cost centre inconsistencies**

In some cases, meal break deductions and cost centre allocations were not being applied consistently, making it difficult to ensure invoiced hours and internal cost reporting accurately reflected shift execution.
- Driver compliance consistency**

The organisation noticed that compliance varied across drivers and shifts, affecting the overall quality of operational data. The team recognised there was a substantial opportunity to strengthen driver compliance, enhance execution data quality, and improve operational visibility.
- High-effort, reactive investigation process**

When questions arose, the facilities services provider had to rely on time-consuming manual checks to identify any discrepancies. By the time this was done, it was often too late to dispute paid invoices.

CASE STUDY 1

The image on the right is from the client's previous BI report, where there is no pickup, picked up, or in progress statuses visible. The screenshot is a real example sourced from their POD.

Driver X on the 22nd of September, signed in as working at 05:41, and began being paid from 05:45. Driver X completed 8 services over two trips for their customer.

Driver X completed his last service at 17:59, which was a pickup only for one customer.

Driver then begun a break at 18:11, working a minute later, on break again at 19:44, and signed off as not working at 20:13, where they were paid until 20:15.

What this example shows is that Driver X clocked in to work 2 hours and 24 minutes before they begun loading the first customer in his vehicle, and signed out 2 hours and 14 minutes after completing his last delivery. The client was charged 14 hours for this shift.

In review, the client should have been shared 9.75 hours, leading to an identified variance of 4.25 hours.

Driver Selection		
Driver X		
Shift Detail		
Date	Time	Status
22/09/2025	05:41	working
22/09/2025	08:54	delivered
22/09/2025	10:20	delivered
22/09/2025	11:18	delivered
22/09/2025	11:43	delivered
22/09/2025	12:57	delivered
22/09/2025	13:05	delivered
22/09/2025	14:25	delivered
22/09/2025	14:45	failed
22/09/2025	17:59	delivered
22/09/2025	18:11	on_break
22/09/2025	18:12	working
22/09/2025	19:44	on_break
22/09/2025	20:13	not_working

02 - Solution

- **Radaro Intelligence for transport cost visibility**

The organisation expanded its existing Radaro deployment by introducing the advanced level of Radaro Intelligence to convert execution data into a clear, auditable view of shift activity and carrier-billed hours.

- **Radaro reporting aligned to the pick-up workflow**

Radaro implemented a dedicated Shift Report BI page, designed to align directly with the Pick-up workflow in the Radaro app.

This created a consistent operational view of:

- what work was completed
- how long each task took
- where time gaps occurred
- how this translated into carrier invoiced hours

- **Process and governance improvements**

The facilities services provider introduced new controls to ensure issues were identified and addressed early, including:

- weekly invoicing audits
- recurring stakeholder meetings to review findings and enforce accountability
- improved education for staff on how to interpret Radaro Intelligence and its relationship to driver compliance

- **Driver training and workflow compliance uplift**

- The organisation reinforced correct app usage through targeted training and change management
- Utilising Radaro for data capture and payments, the organisation's carriers could accurately log their time and get paid efficiently

CASE STUDY 2

The example on the right is from the new Bi report and contains each activity the driver completes.

Driver X, on the 10th of November, signed in as working at 06:59, and began being paid from 07:00. Driver X completed 9 services over 3 trips, where they began their break at 15:00 and returned to working at 15:30. After returning, they completed another trip, servicing 3 customers by 17:58. Driver X signed out of working at 18:10 and was paid until 18:15.

Variance for this example was 0.

Activity	Date	Time	Driver Name
working	10 - Nov	6:59	Driver X
pickup	10 - Nov	7:25	Driver X
picked_up	10 - Nov	7:26	Driver X
pickup	10 - Nov	7:26	Driver X
in_progress	10 - Nov	7:28	Driver X
delivered	10 - Nov	8:32	Driver X
in_progress	10 - Nov	8:33	Driver X
delivered	10 - Nov	8:41	Driver X
delivered	10 - Nov	9:49	Driver X
in_progress	10 - Nov	9:49	Driver X
delivered	10 - Nov	9:57	Driver X
pickup	10 - Nov	9:59	Driver X
in_progress	10 - Nov	10:19	Driver X
delivered	10 - Nov	11:17	Driver X
pickup	10 - Nov	11:17	Driver X
picked_up	10 - Nov	11:42	Driver X
in_progress	10 - Nov	11:42	Driver X
delivered	10 - Nov	12:23	Driver X
in_progress	10 - Nov	12:24	Driver X
delivered	10 - Nov	12:54	Driver X
in_progress	10 - Nov	12:55	Driver X
delivered	10 - Nov	14:38	Driver X
pickup	10 - Nov	14:38	Driver X
in_progress	10 - Nov	14:42	Driver X
delivered	10 - Nov	14:55	Driver X
pickup	10 - Nov	14:59	Driver X
on_break	10 - Nov	15:00	Driver X
working	10 - Nov	15:30	Driver X
in_progress	10 - Nov	15:30	Driver X
delivered	10 - Nov	16:17	Driver X
pickup	10 - Nov	16:19	Driver X
picked_up	10 - Nov	16:27	Driver X
pickup	10 - Nov	16:27	Driver X
in_progress	10 - Nov	16:36	Driver X
delivered	10 - Nov	17:52	Driver X
in_progress	10 - Nov	17:52	Driver X
delivered	10 - Nov	17:58	Driver X
not_working	10 - Nov	18:10	Driver X

03 - Outcome

- **Invoice variance identified and quantified**

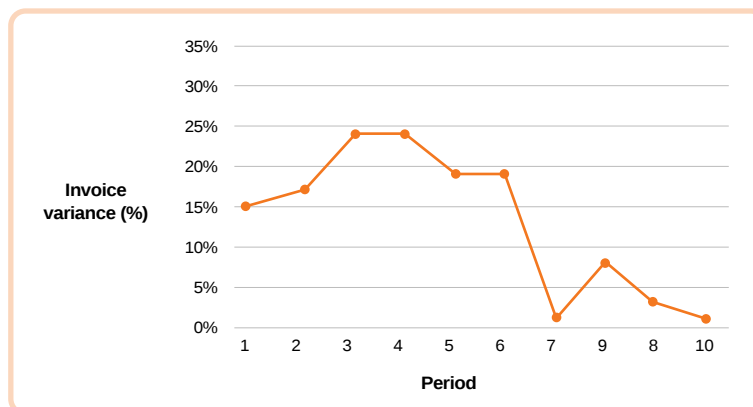
- Radaro Intelligence enabled the organisation to move from suspicion to certainty by identifying measurable variances between invoiced hours and actual execution data.
- Weekly audits surfaced the true scale of the issue:
 - *Starting with a single depot, the organisation compared carrier invoices against Radaro execution data over an 11-week period and identified a 24% variance in invoices and verified shift activity.*
 - *After the Perth audit, they ran a similar exercise in Melbourne for the full 2024 calendar year and identified a similar level of variance.*

The audit is now being expanded to the rest of the country.

- **Rapid improvements in invoice variances over time:**

Once weekly audits, education, and compliance measures were introduced, invoice variances reduced sharply, stabilising at ~1% in later weeks:

Variance between invoiced hours & execution data (%)



Improved compliance strengthened data reliability

- By reinforcing driver compliance - and linking correct Radaro app usage to getting paid accurately - they improved the integrity of execution data.
- Higher-quality data increased confidence in invoice validation, and the organisation gained clear operational transparency into driver job timings.

Stronger platform foundation for future cost control

With core variances now visible and manageable, the organisation identified additional analytics opportunities to close remaining “unknowns” and further optimise transport costs, including:

- *Return trip time*
- *Unload time*
- *Driver clock-in/clock-out location with geofencing*



I think this is a true representation of how valuable data is. In short, thank you - and thank your team for the work they put in to build this for us. It's a great example of how hard work pays off."

04 - Conclusion

This leading facilities service provider's experience demonstrates the tangible commercial impact of turning operational execution data into trusted, actionable insight.

As an existing Radaro customer, they already had the foundation to capture delivery activity. By adding **Radaro Intelligence**, they gained the visibility needed to validate what was happening across shifts, quantify invoice variances, and introduce a repeatable governance process to protect margins.

This clarity exposed significant invoice variances that had previously gone undetected. As weekly audits, improved governance, and stronger driver compliance were introduced, invoice accuracy rapidly improved, reducing variance from peaks of 24% to a stable ~1%.

This story is a clear example of Radaro's 2026 vision in action - combining world-leading optimisation, transparent workflows, and data-driven intelligence so customers can see their network clearly, act early when things drift off track, and consistently deliver on the promises they make to their customers.



The introduction of Radaro intelligence and the new shift report BI page has delivered real, measurable value. The report has given us clear visibility across the operation, allowing us to quickly identify anomalies, understand exactly what work is being completed, how long tasks are taking, and critically, how this translates into the hours being invoiced."

The background is a dark blue map with white line art representing streets and buildings. A large, faint watermark of the letter 'R' inside a circle is visible in the bottom right corner.

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