



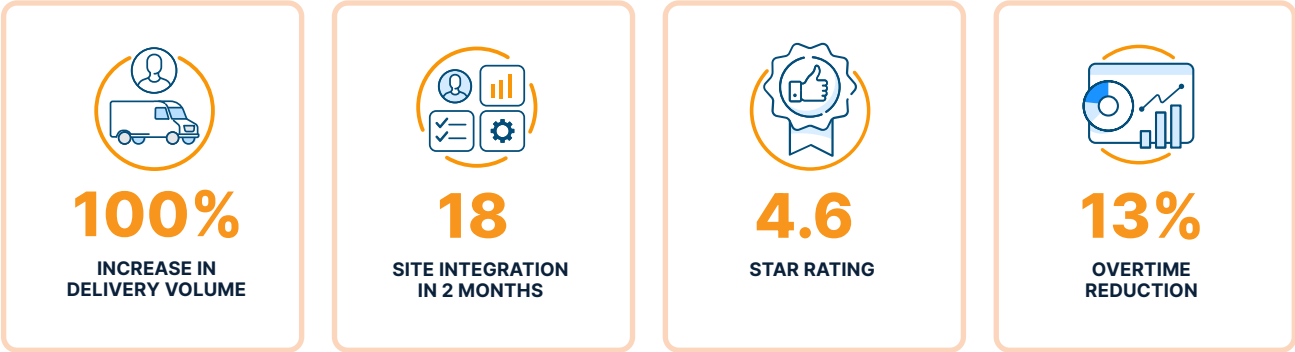
TRADE

How Oxworks Doubled its Daily Deliveries with Radaro

RADARO



Discover how Oxworks, an industry-leading manufacturer and distributor of fencing, gates, screens, and balustrades, revolutionised its delivery operations by partnering with Radaro.



Company Overview

Oxworks is Australia’s leading manufacturer and distributor of high-quality fencing, gates, screening, and balustrade solutions for both DIYers and commercial projects. With over 20 years of industry experience, Oxworks cater for all your fencing needs with a massive range of products, from Colorbond® steel and aluminium slats to stylish glass pool fencing and security fencing, all designed for durability, style, and ease of installation. Backed by expert advice, competitive prices, and innovative online planning tools, Oxworks delivers Australian-made solutions that elevate security and style with confidence.

From humble beginnings, Oxworks has doubled in size over the past 5 years with 18 stores across Australia and strategic plans in place for future growth and expansion focusing on technology and innovation across the business operations.

However, as Oxworks continued its rapid growth trajectory, it became increasingly clear that delivery operations would need to scale in line with customer expectations to maintain the company's reputation for excellence.

Industry

Logistics

Employees

200

Use Case

Increase Operational Efficiency



01 - Challenge

- **Overdue Deliveries** - With a vast product range and over 7,500 trade customers, Oxworks' delivery network struggled to keep pace with manufacturing, often missing delivery deadlines promised at point of purchase.
- **Financial Impact** - Delays in dispatch meant delays in invoicing, which directly impacted cash flow and working capital.
- **Paper-Based Processes** - Reliance on manual paperwork limited visibility into the delivery process, made performance assessments difficult, and complicated damage claim investigations.

02 - Solution

Oxworks initiated a 2-month pilot with Radaro, following open dialogue across departments and listening to feedback from customers. The objective: digitise and optimise the delivery network to meet the company's growing demands.

- **Key Solution Components** - Route Optimisation - Radaro's routing engine enabled drivers to follow efficient delivery paths, improving punctuality and customer satisfaction, enabling delivery to customer promise.
- **Digitisation of Delivery Data** - Radaro provides a centralised repository for all delivery information providing centralised stakeholder visibility of end-to-end delivery, including POD information and waiver forms.
- **End to End Network Transparency** - Branch and national managers now have full visibility of delivery operations, enabling data driven decision making.

03 - Outcome

Half way through the pilot, Oxworks committed to deploy Radaro across their entire branch network.

Several factors validated Radaro as the right partner for delivery transformation and influenced Oxworks to expedite the deployment of Radaro, including:

- The high quality of the software
- Ease of integration with Oxworks' ERP system
- How quickly non-technical staff were able to adopt the platform
- Overwhelmingly positive feedback from both staff and customers

By the end of the initial 2-month pilot period, Radaro was fully integrated into the Oxworks ERP and the solution was deployed and operating across all branches, providing complete transparency and visibility of the national delivery network.

- **Doubled Daily Deliveries** - utilising route optimisation has ensured delivery runs are completed in a timely manner, enabling second routes to be completed for larger sites, and for vehicles to be returned to the base for next day loading ensuring efficient daily starts.
- **Reduced Overtime** - since introducing Radaro, overtime across the delivery network has been reduced by 13%
- **Decreased Damage Disputes** - the delivery process includes digital capture of the waiver, POD images and signature. With all parties being aware of the evidence captured at the point of delivery, damage disputes have decreased.
- **Improved Consistent Performance** - Transparency and visibility across Oxworks branch delivery network has allowed management to benchmark, ensuring all branches are following the same processes to maintain a consistent level of customer service across the nation.
- **Reduced Call Bounce** - Previously, chasing a single overdue delivery could trigger 4–5 internal calls. With Radaro, these have virtually disappeared, saving time for sales, service, and operations teams.
- **Enhanced Customer Feedback** - Radaro's post-delivery feedback feature helps Oxworks isolate delivery-specific performance. The result: an average 4.6-star (out of 5 stars) delivery experience rating.

04 - Conclusion

By embracing Radaro, Oxworks turned one of its most pressing challenges into a competitive advantage.

What began as a two-month trial rapidly became a full-scale deployment across all 18 sites (and counting).

Today, Radaro powers Oxworks' delivery network with speed, transparency, and consistency, positioning the business to scale confidently while continuing to exceed customer expectations.

As Oxworks pursues strategic growth, Radaro remains a key part of their commitment to innovation, efficiency, and exceptional service.

Testimonials

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"Drivers are now able to leave the branches no later than 7am, avoiding school and peak hour traffic delays."

– Adam Barrack, CEO at Oxworks



The background is a dark blue map with white line art representing streets and buildings. A large, faint, semi-transparent 'R' logo is visible in the bottom right corner.

RADARO

www.radaro.com

results@radaro.com