

Success Story: L Arthur

100% Increase in delivery productivity... and that's the smallest gain

SITUATION

L Arthur employs **50 drivers** across Australia who manage a high volume of container movements daily across a wide range of logistics solutions—all are heavily impacted by high-risk regulations including bond, border security, biosecurity, and workplace safety.

The business was **reliant on manual paper-based slips** and signatures with very high levels of **non-compliant** records management and paperwork processing. There was **significant clerical effort required** to prove job status and **minimal trust in any manual operational reporting**.

This resulted in a **negative impact on client satisfaction** in a highly competitive and price-sensitive industry which led to an **increased customer churn, inefficient operations, and an encumbered workplace culture**.

L Arthur needed to proactively connect drivers, multiple departments, and customers for scheduling, tracking and proving timely completion of container movements.

IMPACT

By removing the need to return to base for paperwork submission and task management, L Arthur drivers are now **mobilised and connected in the field**.

Customers, partners, and drivers are **proactively informed** with digital notification and **forms syncing live** with job delivery processes.

Operations staff have a **reliable** mobile tool for **proactive process management, reporting, and compliance**.

RETURN ON INVESTMENT

- 100% increase in driver revenue productivity
- 30% cost saving in fuel consumption per truck
- 50% cost saving in toll fees per truck
- Improved customer experience
- Reduced customer churn
- Returning customers who were taken by competitors
- Unique value proposition that was non-price dependant
- 100% auditable operation
- Accessible forecasting and executive reporting

OUR SOLUTION

Tiikr for Transport and Logistics:

- Field Service Operations
- Fleet Operations Management

