



## Tas Petroleum

## Tas Petroleum fuels efficiency by improving fleet visibility

When your drivers are delivering more than 160 million litres of fuel across the remote and rugged peaks and coastlines of Tasmania, real-time asset utilisation and driver behaviour data makes a big difference to your operational efficiency. It also has a valuable impact on customer service when you can provide accurate information about delivery schedules.

When Tas Petroleum was given the opportunity to become the state-wide distributor for the entire range of Shell Fuels and Lubricants, it quickly realised contractual agreements with a large multinational customer would be impossible for a small business to manage without the right systems in place.

This meant adopting in-vehicle monitoring systems across its fleet to improve visibility. With 11 fuel tankers at multiple terminals across the state, management needed the ability to quote quickly and accurately, reporting back on key performance indicators like delivery times and driver behaviour.

### Fleet visibility and cost efficiency

Understanding where your vehicles are at all times is critical for any delivery business, but this need is amplified when your vehicles sometimes visit a single customer before returning to base for more fuel. With a small fleet completing remote runs to everything from large service stations to small hobby farms across the state, it was important for Tas Petroleum to have the flexibility to redirect and update routes based on customer requests.

"Delivery times are often very specific and we now have the ability to provide real-time updates on vehicles status," Jim Macbeth, Manager

at Tas Petroleum, says. "From a customer perspective, it allows us to provide an efficient service and react to changing circumstances." With trucks primarily based in Hobart and Devonport terminals, Tas Petroleum needed to ensure that vehicles were continually operating to the highest standards for both contractual and insurance requirements. Accurate fleet data means the business is able to claim lost work time and income if a vehicle is in for repair.

Since installing Teletrac Navman GPS Fleet Management technology across its entire fleet, Tas Petroleum has also been able to substantiate insurance claims by looking at how a vehicle was used in the lead up to any incident. This data has been particularly useful in confirming the validity of demurrage claims, giving the business clear visibility of how long particular jobs have taken and whether or not a vehicle was on site at any given time.

### Increased productivity and customer satisfaction

Fleet visibility has helped the business continue to grow. Tas Petroleum now operates as the state-wide wholesale supplier for Mobil and Shell, servicing a range of service stations and aviation contracts.

"We load in two terminals, filling up and then delivering at a specific customer location. Thanks to Teletrac Navman technology we've been able to get our quoting right down to a couple of minutes so we can submit the most competitive rates," Macbeth says.

Understanding effective fleet utilisation has increased flexibility and improved customer satisfaction. Job changes and customer requests frequently mean that Tas Petroleum needs to pull information on each vehicle to understand whether they can be rerouted. This means that jobs that would have once had to wait several days to be completed, can now be done on the same day as the request was submitted.

"Improved fleet visibility allows us to focus our time and resources where they should be. We no longer have \$500,000 of machinery that's only working 40 per cent of the time that it's available," Macbeth says.

To learn more, call 1300 111 477 or visit [teletracnavman.com.au](http://teletracnavman.com.au)

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