

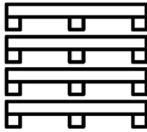
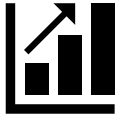


BC Sands

For over 10 years, BC Sands has been improving their operational productivity to cut costs and boost customer service. Lower emissions have been a bonus.

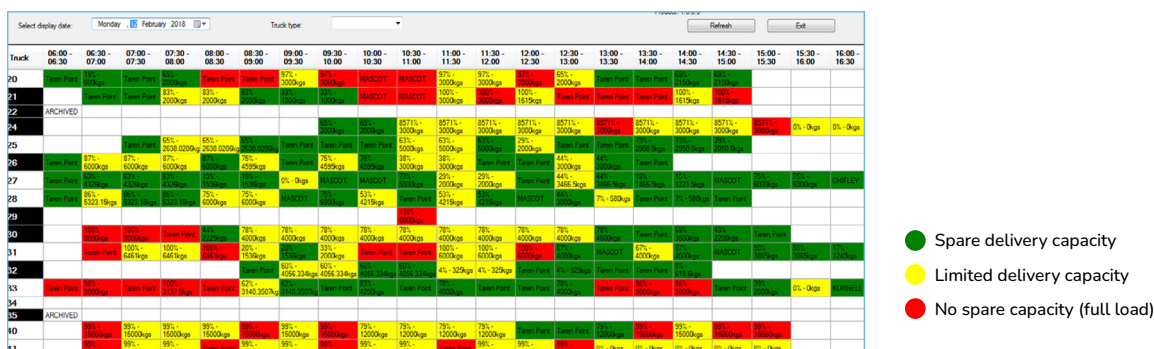
Company	Fleet	Application	Opportunity
			
Sydney, NSW	30 x vehicles (tipper, dump trucks, trays etc.)	Urban deliveries (~150 per day)	Cargo productivity

Facing a hyper-competitive market for building and landscaping supplies, BC Sands needed a point of difference. The 40-year-old Australian business had a well-established reputation and suffered from many of the inefficiencies familiar to other operators: underfilled loads, delivery downtime, paper-based operations, multiple callouts, and dead-running.

For Managing Director Mark Parsons, the long-term goal was simple: do more with less. Achieving this required an overhaul of the business' operations.

Delivery scheduling

The key to BC Sands' increased efficiency has been squeezing more out of every delivery. In 2015, the business took the important step of investing in a new order management system to improve its delivery scheduling while also boosting customer service. The system has optimised route planning by highlighting where spare capacity exists on BC Sands' existing deliveries (green boxes below).



However, the benefits were only realised by rethinking how BC Sands runs its operations internally. The new scheduling system made it easier to identify delivery windows, and underloaded trucks, simplifying many manual processes for BC Sands' transport allocator. It also allowed frontline staff to offer customers a firm delivery window and to take on some of the transport allocation responsibilities. Now, BC Sands offers customers a 'self-serve' option using an online tool, enabling 24/7 operations too. In all cases, the new system efficiently assigns new jobs to routes improving the productivity of overall operations.



Access all the
resources here



BC Sands
now uses
18% less
fuel per
delivery

Load optimisation

BC Sands runs a diverse fleet matching the range of building supplies it delivers. 'Cubing out' the right vehicle for the job has always been a challenge: for example, loading a truck with tonnes of sand is not always compatible with a delivery of bricks or cement. Improving how BC Sands planned its outgoing loads (90% of its vehicle trips) was key to unlocking more efficient operations.

By identifying the type of load at the point of order reservation, BC Sands was able to combine compatible loads onto a single delivery. Incoming orders are now allocated into distinct load categories (e.g. loose, no-split, shared, no-share) which streamlines the planning of similar loads and minimises the number of deliveries required. Combining loads squeezes more revenue out of each delivery.

Peak/off-peak deliveries

BC Sands has also done more with less by smoothing out delivery windows. One of the company's innovations was to introduce a new 'premium' service for urgent deliveries, with a sliding fee scale to match. This not only boosted their revenue for urgent 'whatever-it-costs' deliveries, it also distributed demand throughout the day, enabling more efficient scheduling.

The benefits speak for themselves. Since 2015, BC Sands has **reduced its tailpipe CO₂ emissions by 10%** and made similar fuel savings. On an average basis, emissions are now **18% lower per delivery**, with a corresponding drop in BC Sands' fuel consumption.

The commercial benefits have also given BC Sands an edge. Even as congestion on Sydney's roads has blown out, deliveries per driver hour have increased by 26% since the new system was introduced. The more deliveries they make while already out, the less fuel they use and the fewer emissions from BC Sands' operations.

For Mark Parsons, this is just the cherry on top, though. *"You don't get money for carting fresh air, so you want to make sure that every mile you do is actually delivering product."*

Please select the delivery window that you would like to book

Available delivery windows

Sort by ▼ Reserve selected window

● Tue, 08 Jan, 2019	07:00 - 07:15	\$82.80
● Tue, 08 Jan, 2019	07:00 - 12:00	\$69.00
● Tue, 08 Jan, 2019	07:00 - 14:00	\$62.10
● Tue, 08 Jan, 2019	07:00 - 16:00	\$62.10
● Wed, 09 Jan, 2019	07:00 - 12:00	\$69.00
● Wed, 09 Jan, 2019	07:00 - 14:00	\$62.10
● Wed, 09 Jan, 2019	07:00 - 16:00	\$62.10
● Wed, 09 Jan, 2019	12:00 - 16:00	\$69.00
● Thu, 10 Jan, 2019	07:00 - 07:15	\$82.80
● Thu, 10 Jan, 2019	07:00 - 12:00	\$69.00
● Thu, 10 Jan, 2019	07:00 - 14:00	\$62.10
● Thu, 10 Jan, 2019	07:00 - 16:00	\$62.10
● Fri, 11 Jan, 2019	07:00 - 07:15	\$82.80

Find out more

BC Sands partnered with **Bestrane** to optimise its online systems and route planning. More details on the specific [solutions can be found on the Bestrane website](#).

Get Fleet Fit has been designed by NatRoad to guide truck operators towards improved fuel efficiency and reduced emissions in alignment with future government regulations and customer expectations. We've developed a 5-step roadmap to help create a clear, actionable plan for your business, plus more detailed information on important topics to help you along your unique journey.

