COMPANY BACKGROUND

Established in 1962, with 15 employees, Carli Engineering’s wide range of services includes Truck Chassis Alterations and the manufacture of Truck Bodies incl. Tipper Bodies, Drop Sides, Split Trays, Flat Trays, Grain Bins etc.

Their clients are predominantly Australian Governmental Organisations such as councils, fire brigades, state emergency services etc. They chose TruckScience on the recommendation of a colleague in the industry.

BEFORE TRUCKSCIENCE

Historically, if a customer contacted Carli Engineering about whether they could fit a certain type of body on a certain vehicle they would have to outsource the calculations to an engineer or do the calculations by hand. It sometimes took days to get back to a potential customer depending on the availability of the engineer.

“It meant we weren’t as responsive as we’d like to be and we were dependent on someone outside the business to give us the answers we needed for our customers.”

Brian Cuthbertson, Director, Carli Engineering

HOW CARLI ENGINEERING USE TRUCKSCIENCE

Carli Engineering started using TruckScience almost immediately having completed some basic training. They took a “learn by doing” approach testing different bodies on “phantom trucks” to quickly get up to speed with the many features of the software.

They use the support team on an as needed basis and because the software is so user friendly this is quite rare.

“Oh last week, I emailed the TruckScience support team about a problem I was having. They sorted it straight away. I had the zoom feature on the laptop past 100%. I had created the problem myself and they solved it immediately.”

Brian Cuthbertson, Director, Carli Engineering

Carli Engineering pride themselves on the friendly and professional service they provide to their clients. They are committed to ensuring that their fabrication work is completed to the highest standards first time, every time!

“Using TruckScience has meant that we are more responsive to customers because we can calculate how to build what they need while ensuring that it’s state legal within 15 minutes. We don’t have to wait on anyone else to do the calculations for us. That means we save time, money and we have happier customers. It’s a no brainer.”

Brian Cuthbertson, Director, Carli Engineering

Carli Engineering occasionally use the Build Your Own feature of TruckScience for vehicles which are not common to the Australian market. They find that once they complete the specification sheet it’s as if the truck was already in the directory and you just had to click on it. Usability is important to them so that they can deliver answers to clients quickly and efficiently.