

***“The TruckScience tool ticks all of our boxes. It enhances our communication with body builders, and helps us to control what they build. It ensures transparency, both with our customers and with our body builders. When using TruckScience, there are no surprises.”***

### **Before TruckScience**

Before using TruckScience, sales staff at Keith Andrews Trucks had struggled to get information regarding axle weights, etc. Carl Kellett had used the TrailerWIN program in a previous role, and was looking for a good alternative. Carl used a demo of the TruckScience app, and found it to be very easy to use.

### **Implementing TruckScience**

We implemented TruckScience in February 2018. Before the system was handed over to the team, vehicle specifications for all our 89 FUSO models were added to the app. The speed at which our vehicles were added was amazing.

My handover to staff was very simple. Most guys have embraced it very easily, and the 4 guys where I am based are always on it.

Support staff always react to our requests in a timely fashion, and the live chat within the app is very important to us. Technical issues have been resolved in a timely manner and the TruckScience team have followed up to ensure that everything is working as expected.

From the start, the TruckScience team have solicited feedback from us, and have already implemented some of our suggestions. Asking users for feedback is what it's all about! The automatic updates are fantastic. I had been using the app in Internet Explorer. I upgraded to Microsoft Edge and just logged in.

### **Impact**

On one occasion, a customer approached us with a quote he had received from a competitor. We were able to configure the vehicle in front of the customer, to show that what he had been quoted did not comply with regulations. We re-drew the configuration with a wheelbase reduction, and our superior service meant that we won the sale.

At the end of the day, we're salespeople, not engineers. TruckScience has helped us tremendously, by allowing us to provide professional information in all our deal packs. Now we've got something for our customers to see and to sign. We plan to place a large touch-screen on the wall in our Customer Lounge now, to configure trucks before our customers' eyes.

### **Favorite Feature**

Our favorite feature is the percentage overhang on the drawing. This was added at our request. We need to know that the percentage overhang is within spec for what we're trying to achieve, and this is what our customers always ask for. Knowing axle weights, and that our configuration is perfect, is what's important to us. Being able to drag and drop items on the drawing is also really cool.



**Carl Kellett, Sales Manager,  
Keith Andrews Trucks Ltd,  
New Zealand**

Keith Andrews Trucks is the **largest FUSO dealer** in New Zealand and has been in business for over 30 years. They have 4 dealerships and employ over 150 people.