



Nicole Ardiles
Account Manager
Prestige Hino
Dandenong South, Victoria

“For us, it’s not just about selling the product. It’s about selling the right product, so that our client’s business will continue to grow and they’ll be back for more.”

The TruckScience Axle Weight Calculator helps us to sell the right truck every time.”

Prestige Hino provides a wide range of services, from New and Used Truck Sales, to Service, Parts, and Fleet. Truck sales are across the vehicle classes, from light rigid, through medium rigid, all the way through heavy vehicles.



Clients range from tradesmen buying their first truck, to large companies who have been operating trucks for years.



Before TruckScience

Nicole Ardiles is an Account Manager at Prestige Hino. She was already familiar with using another weight distribution tool before she started using TruckScience.

Nicole was keen to understand the cost implications of any modifications that were required to a vehicle before quoting a customer. If a spare tyre needed to be remounted, or she needed to make space for tail gate mechanics, Nicole wanted to let her customer know that upfront.

She was looking for something with just the right amount of detail in the drawings, with a modern look-and-feel, that would be easily updated.



Implementing TruckScience

When Nicole first came across TruckScience, she was impressed by the chic clean look of the interface and reports.

“We find the system very user friendly, and our customers find the clear, concise reports very easy to understand.”
The Live Chat feature has allowed Nicole to get answers to her questions as she needs them.

“Our customers value a quick response to their enquiries. We’re not engineers, but we get help as we need it through the live chat, and the warnings keep us on track.”



Impact of TruckScience

“TruckScience has helped us to avoid rework. Being able to predict the cost of modifications upfront has saved us money. If I need a front-mounted crane, I may need to move a fuel tank. I have the information I need to cost that in now.

The clear and simple reports generated by the tool make it easy for our customers to understand what they can and can’t do.

We need to go further to stand out among competitors. This tool greatly simplifies the task of getting what’s in our customer’s head onto a piece of paper!”



Favourite Feature

“The modern interface presents detailed truck drawings in a simple, clean way. Our customers can feel confident that what they see is what they’ll get.”