

“We’re all ‘time-poor’ these days, and the responsibility of building legal trucks can be a minefield.

Having a tool like this negates some of the Chain of Responsibility risk and saves us a huge amount of time, so we can get on with selling trucks!”



Marcus Prato
General Manager
Whitehorse Truck Centre
Dandenong South, Victoria

Whitehorse Truck Centre is one of Australia’s best-known Daimler franchises, representing Mercedes-Benz, Freightliner and FUSO brands.

Part of Eagers Automotive, Australia’s largest motoring group, the flagship dealership employs about 50 staff.



Before TruckScience

Marcus Prato has vast experience in Sales, Management and General Management roles, and has been at Eagers Automotive since 2004.

Before TruckScience, Marcus had been using a program called TrailerWIN. He found that salespeople needed a lot of experience in order to use it effectively.

He found the wait for annual updates to arrive by CD frustrating.



Implementing TruckScience

“I started using TruckScience in 2018. I took a free trial, had a play with it, liked what I saw and signed up for a few licences. When I moved to Whitehorse Truck Centre, I implemented it here straight away.”

“Junior salespeople have so much to learn already, with all the technology in vehicles. To have to add training on a sales tool would be a further burden. TruckScience is so simple to use. There is no need for training to get up and running. It’s user-friendly, less prone to error and quick to get a result. You just have to follow the bouncing ball.”

“Since TruckScience is web-based, it’s quick and easy to get software updates or get vehicles added to the library.”



Impact of TruckScience

“Having all the truck models at the click of a button is very powerful. Because non-compliance is flagged by clear indicators, issues are easily fixed.

Sometimes, we are flying close to the limits for weights and overall dimensions. We’re able to make minor tweaks in the software, then share a PDF report with our client to get their approval. It just makes life easier.

Our salespeople are passionate about the tool and wouldn’t be without it now.”



Favourite Feature

“The professional report document is second to none. Being able to document a proposal within half an hour, on 4 odd pages, with our logo and my contact details, definitely helps a purchase decision along.”