

# KB Transport saves 25 hours per week with FreightTracker



## Driving change: A journey of innovation and expansion

Kreskas Brothers Transport (KB Transport) is a third-generation family-owned business that has been a key player in regional Victoria's transport industry for over 50 years. Originally starting out moving fruit and veg, KB Transport made a strategic decision in the early 2000s to focus solely on container transport, growing into one of the largest containerised freight carriers in the region.

Like most Australian-born trucking businesses at the time, KB Transport relied on traditional pen and paper methods to manage their operations.

A decade later, they tried transitioning towards a digital system and spreadsheets. They felt they could offer their clients more and wanted to focus on continuous improvement; however faced some data, user, and accessibility limitations along the way

Change was evident and FreightTracker entered the conversation. Since partnering with FreightTracker, KB Transport has been able to streamline their operations and gain access to real-time data, more visibility, and detailed reporting features, making them more adaptable to the demands of modern logistics.

# The challenges of transitioning to container transport

For KB Transport, making the switch from fresh produce to container transport wasn't easy. Fresh produce logistics had involved simpler, short-haul delivery routes with direct customer relationships. Container transport, on the other hand, introduced a new layer of complexity – tight timeframes, port coordination, compliance requirements, and higher volumes of freight data.

Without a robust transport management system (TMS) or well-established processes to track it all, they faced many delivery, user, and operational challenges as part of the transition.

## Manual, inefficient processes:

Relied on outdated systems that were dependent on one staff member for all data input, making processes slow and hard to scale.

## Limited container movement visibility:

Without real-time tracking, KB Transport struggled to pinpoint inbound and outbound freight times, making planning and delivery difficult.

## Non-compliance and safety risks:

Accurately monitoring truck weight limits, load mass, fatigue management, and other requirements was an arduous task.

## Inconsistent and unreliable data:

Manual errors in recording information on paper and in spreadsheets caused further delays, inefficiencies, and headaches.

## Lack of customer connectivity:

A short 3-day onboarding process for a TMS that isn't overcomplicated but designed to make life easier.

## Resistance to change from staff:

Long-time truck drivers who moved into office roles weren't open to adopting new technologies or a digital system, preferring previous approaches.

## High demurrage and detention costs:

Due to delays, inconsistent visibility, and outdated systems and procedures, KB Transport incurred significant demurrage and detention costs.

It came to a point where KB Transport needed to change. After investing significant time and resources into developing their own TMS, it was clear that this wasn't going to work.

It wasn't until Adam Katsoutas, General Manager of KB Transport realised:



“There's got to be a better way than building something from scratch. Our bread and butter is transport, not software development. We don't specialise in tech, so I thought, let's redirect our energy into our own business and leave it up to the experts. This is when we reached out to Freight Tracker.”

# Finding the right TMS solution

KB Transport and its customers were impacted by outdated, manual process management, prompting the search for a capable TMS. Since implementing FreightTracker, the company has experienced significant improvements and results across their container transport operations.

## Real-time data and visibility

FreightTracker provided the ability to track freight live, integrating with OneStop to provide vessel updates, dispatch information, and scheduling details as they happen.

## Safety and compliance

Keep track of axle groupings, weight requirements, mass limits, and other regulations to prevent violations and enhance driver safety. The system also ensures they're not breaching fatigue management laws and protecting their operations from things outside their control, like misdeclared imports or exports.

## Simple onboarding process

With FreightTracker's seamless implementation and hands-on training, staff became more open to adopting a new digital platform.

## More accessible, remote operations

Drivers and admin staff could access data remotely via the mobile application, which improved staff flexibility, satisfaction and productivity.

## Preventing demurrage and detention

Automated geofencing and live mapping improved tracking of entry and exit times, helping identify missed containers and pick up on charges.

## Surpassing customer needs and satisfaction

A TMS that integrates with your customers' systems, providing instant and automated reports for more transparency over freight tracking.

## Efficient scheduling and driver allocation

Automatically optimise trip planning and driver routes, preventing manual errors, overcoming delays, and growing productivity. "It's made scheduling and resource allocation much more efficient."

*"We're now able to integrate with our customers and give them live data all the time. We're able to provide better analysis and spreadsheets of what we're actually doing (with container movements)"*

Adam Katsoutas, General Manager, KB Transport

With better visibility and reporting capabilities, KB Transport could identify trends and make smarter business decisions. Resource utilisation grew by implementing more efficient, quicker driver turnaround times. Adam Katsoutas reflected on this by stating that *"over seven staff, that's 25 hours per week saved,"* meaning that there's more time for deliveries.

# Smarter scheduling, safer operations and real-time control

FreightTracker has improved visibility, integration, automation, and tracking abilities, ultimately making KB Transport's operations more efficient, customer-friendly, and scalable.

With the ability to easily manage schedules, ensure compliance, identify missed costs and onboard easily, they are now equipped to provide a high-quality service to businesses of all shapes and sizes.



“Continuous improvement and the ability to provide customers with consistent, up-to-date information have made us an invaluable, indispensable partner.”



Since transitioning from a spreadsheet-based, manually operated business to a modern, data-driven logistics company, KB Transport is now an established competitor in the freight transport industry and an essential partner for their customers.

*“Once we integrated, we haven't looked back. It's been brilliant.”*

Adam Katsoutas, General Manager, KB Transport

## Ready to transform your logistics operations?

Discover how FreightTracker can help streamline your processes, improve visibility, and boost efficiency.

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