

Nationwide TOWING & TRANSPORT

Optimising Workforce Management
with Aspect at Nationwide Towing
& Transport



Information about Nationwide Towing & Transport

Founded in 1987, Nationwide Towing & Transport is a prominent name in Australia's towing, transport and roadside assistance industry. The company stands as the premier provider of emergency roadside assistance and specialised towing and transport solutions across the country. With operations spanning Victoria, NSW, ACT, Queensland, and Western Australia, Nationwide Towing & Transport boasts industry-leading expertise and a track record of excellence. They are backed by a workforce exceeding 700 professionals, including over 400 dedicated drivers available round-the-clock, ensuring unparalleled service 24*7, 365 days a year. One of the key strengths of the company lies in its specialisation in the transportation of vehicles and machinery, supported by a fleet of 300 trucks strategically positioned across the country. Operating in a highly competitive industry, Nationwide Towing & Transport recognised the critical role of efficient workforce management to ensure they meet the changing needs of their customers. As a leader in the field, Nationwide Towing & Transport remains committed to delivering reliable, efficient and comprehensive solutions for all towing, transport and roadside assistance needs across Australia.



DESIRED SOLUTIONS

Nationwide Towing & Transport successfully addressed the following requirements in their inbound and outbound processes using Aspect's Workforce Management Platform and Call Design's Payroll integration as a solution:

- Reduce reactive decision-making and inconsistency in workforce planning.
- Improve forecasting.
- Streamline the scheduling process removing the need for team leaders to create their team's rosters.
- Integrate Aspect WFM and Kronos for more accurate payroll and leave management.
- Enable enhanced intraday management visibility

Motivation for Change

Driven by their commitment to delivering exceptional customer experiences and maximising operational efficiency, Nationwide Towing & Transport sought to modernise their workforce management practices. They were hoping to improve their workforce planning knowledge and skills by working with an organisation who specialise in that area. They also wanted to provide greater schedule flexibility and improve staff engagement by providing staff with visibility of their schedules on their mobile phones. By having an automatic payroll integration from Aspect WFM to Kronos Nationwide Towing & Transport wanted to reduce any payroll risk associated with manual entry and make the process more efficient.



Why Aspect?

Nationwide Towing & Transport selected Aspect's workforce management platform supported by Call Design for its extensive features and proven track record in optimising business operations across various sectors. Having evaluated several other systems, they were impressed with Aspect's forecasting, scheduling and real time functionality as well as being able to provide staff with access to their schedules remotely.

Why Call Design?

Nationwide Towing & Transport partnered with Call Design to deploy Aspect's workforce management solution. They chose Call Design for their renowned expertise in workforce optimisation implementations, comprehensive training and specialised adapters tailored to seamlessly integrate Aspect WFM with Kronos payroll software.



The Results

Nationwide Towing & Transport underwent a transformational shift in how it operated and managed its workforce with the implementation of Aspect's Workforce Management (WFM) solution supported by Call Design. Call Design's payroll integration from Aspect WFM to Kronos proved to be a major success in terms of risk management and compliance. This integrated approach not only reduced manual errors but also boosted operational efficiency. Staff engagement was also improved by giving staff more visibility of schedules and having a better leave management process through Aspect WFM. The introduction of creative rostering options improved scheduling flexibility and efficiency, saving over 50 hours of data entry previously handled by Team Managers. These initiatives played a crucial role in bolstering employee engagement and satisfaction levels within the organisation.

Moving forward, Nationwide Towing & Transport is committed to further enhancing its capabilities by continuing to develop WFM skills using Aspect's innovative platform. This includes a comprehensive review of additional WFM tools specifically tailored for contact centre operations, aiming to optimise efficiency and customer service levels. Additionally, the company plans to extend the implementation of WFM solutions to the towing division, leveraging the success and insights gained from the initial integration. This strategic approach reflects Nationwide's proactive stance in making use of technology to drive operational excellence and meet evolving industry demands.

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