



## CASE STUDY: SRH MILK HAULAGE

# SRH Milk Haulage moves towards a digital future

### AT-A-GLANCE

SRH transports 880 million litres of milk a year thanks to Teletrac Navman

Intelligent Access Program (IAP) improves road access and helps SRH deliver more with less

In-cabin devices drive compliance and safety

*For one load we can cart 3,400 litres extra per load. This means we're now getting 12 loads done in 11 loads. That might not sound like much, but it makes a huge difference and now we're up to nearly 41,500 litres per load."*

### Challenge – Efficiency and accuracy become a focus

SRH Milk Haulage started in October 1996 with just one truck and one trailer. It has expanded its operations across 3 states, boasting a fleet of 62 trucks and 109 tankers.

From humble beginnings to the big leagues, SRH now transports nearly 1.9 million litres of farm milk a day - a quarter of all the farm milk in Australia.

With such explosive growth, it's no surprise that SRH is an organisation that has adopted an attitude of continual improvement. Increasing efficiency, streamlining operations, and mastering compliance issues are all key focus areas for the business.

By joining the Intelligent Access Program (IAP), installing in-cabin devices to monitor safety and compliance, SRH is living up to its ideals and delivering more to customers and its own business.

### SOLUTION – Telematics and access programs deliver results

To deliver higher payloads and become a more efficient organisation, SRH is accessing the IAP through Teletrac Navman solutions. IAP enables SRH to access more of the road network and carry more per load, in exchange for monitoring compliance through approved Teletrac Navman telematics and adhering to specific access conditions.

"The drivers can launch their own declaration for what's on the load, which makes everything so much easier. Now they do it as it is happening, rather than having to do it after the load has been delivered. And it's extremely user friendly, which is

very important, because we find that the drivers won't use it if it isn't user friendly." explains Blair Harvey, Compliance Manager, SRH.

Thanks to the IAP, SRH can transport an additional 3,400 litres of milk per load. At the same time, access to the IAP has allowed SRH to remove an entire delivery run from its schedule, as the extra litres per load mean it can transport the equivalent of 12 loads in just 11 runs. SRH now moves an astounding 880 million litres of milk a year.

SRH is keen to do even more. According to Harvey, Teletrac Navman EWDs are next on the list of solutions to implement. "Over the next 12 months we want to start an EWD trial. At the end of the day, they're the future (of transport) and it's only going to be a matter of time before paper-based reporting is gone", Harvey says. "We are ready to take that next step in our digital journey."

**RESULTS – Arriving at the destination**

Since implementing Teletrac Navman's suite of electronic solutions, SRH has achieved:

- More litres per load, increasing efficiency while decreasing kilometres and trips driven, as well as engine wear and tear.
- Record milk deliveries of 880 million litres of milk a year.
- Improved deliveries of 1.9 million litres of milk a day across 3 states.

**About SRH Milk Haulage**

SRH Milk Haulage's business is the daily transportation of bulk milk from the farmers to factories with the use of specialised farm collection tankers. SRH Milk Haulage began life in October 1996. Started by Scott and Regina Harvey with just one truck and a single trailer after securing a contract with Dairy Farmers into Hexham, NSW. By 2018, the fleet had grown to 60 trucks and 100 tankers operating across 3 states.

*"The Teletrac Navman system is more efficient and extremely user friendly, which is very important, because we find that the drivers won't use it if it isn't user friendly."*

