

# South East Queensland Hauliers (SEQH)

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## Customer profile

South East Queensland Hauliers (SEQH) is an industry-leading hauling company. Headquartered in Brisbane, SEQH provides container transport and logistics as well as container unpacking and warehousing services operating a large variety of vehicle combinations, suited to their haulage requirements. SEQH was founded in the 1960s; later purchased by current Managing Director Brett Plummer in the late 1990s.

## Industry: Transport

**Location:** Brisbane, Queensland

**Solution:** Transtech's On-Board Mass (OBM) compliance monitoring solution allows SEQH to operate A-doubles between Toowoomba and Brisbane. The fully automated system has key benefits for SEQH. This includes up to a 50% reduction in trips for the same freight task resulting in significant savings in fuel, greenhouse gas emissions and community safety.



## Benefits

- A-Double vehicle combinations can be operated between Toowoomba and Port of Brisbane, permitting two 28t (two 40ft) gross containers to be carried
- Significant savings across the entire supply chain
- Operational efficiencies; up to a 50% reduction in trips required and up to 40% savings in fuel costs
- Fewer trucks on the road correlates with increased community safety
- Reduction in greenhouse gas emissions
- Integration between the in-vehicle unit (IVU) and on-board scales provide a fully automated system
- Removed the guess work out of vehicle weight
- Powerful reporting system

## Business overview

SEQH is one of Queensland's most established and recognised hauling companies. The company operates out of the Brisbane suburb of Hemmant, with additional depots in Toowoomba and Sydney (Penrith). SEQH has 5,000m<sup>2</sup> of AQIA-approved warehousing and bulk storage capacity.

Founded in the 60s and purchased by Brett Plummer in the late 1990s, the focus turned to significantly grow the container transport side of the business, which is now a major part of overall operations.



Between 80-90% of SEQH's container transport work – importing and exporting containers to a wide range of customers – is undertaken around metropolitan Brisbane. Drivers operate regular trips north to Gympie, west of the Toowoomba Ranges and south to Byron Bay and surrounding areas. The company typically transports grain from Toowoomba to Port of Brisbane, and empty containers to the transport depot on Fisherman Island.

SEQH operates a large fleet of vehicles, including side loaders, single trailers, B-Doubles, A-Doubles and road-trains. The company manages import unpacking and export packing for the Port of Brisbane. The Hemmant site features a public weighbridge.

## Challenges

Transport providers in Queensland operate under the jurisdiction of the Transport Operations (Road Use Management—Mass, Dimensions and Loading) Regulation 2005, which sets out the number and size of containers companies such as SEQH can carry into the Port of Brisbane.

Under this jurisdiction, the largest vehicle permitted on the route between Toowoomba and Port of Brisbane was a B-double at 68 tones.

For a company such as SEQH, it meant a frequent number of trips carting fewer containers due to weight and vehicle combination restraints.

“We were really keen to find a way to access the Port with two 40ft containers on [the vehicle] and come off the Port into the nearby suburbs,” said Plummer.

“Because our export crates are 27 tones, two don't go on a B-double unfortunately. We wanted a solution where we could cart two at a time to improve our overall productivity.”

## Solution

With a number of transport providers in Queensland facing the same issues as SEQH, Transtech created a solution.

Working closely with the Queensland Government and TMR (Transport and Main Roads), the company developed an On-Board Mass (OBM) monitoring solution. Integrating electronic scales by a



local supplier and Transtech's certified in-vehicle unit (IVU), the solution was devised to provide jurisdictions with the assurance that transport operators comply with relevant permit conditions.

“To increase productivity we wanted our customers to run A-double vehicle configurations that allows them to carry two 40ft containers. This has never been permitted before,” said Transtech Driven Business Development Manager Paul Weiss.

“The idea was to have scales on the truck that monitor the load in real-time, meaning it's accurate and automated weights can be obtained. The load can be monitored at every point of the journey so from that point of view all parties saw the advantage of it,” he added.

The solution allowed for the creation of geo-fences. This allows trucks to be monitored as they pass through these geo-fenced areas. Back-office users can check the vehicle and its weight-load and take instant action when issues arise.

The most significant advantage to the operator is that if registered for the TMR interim OBM program, A-Double vehicle combinations at 79 tonnes are permitted. Previous vehicle combinations could only operate at 68t, carrying a 40ft and 20ft container for export; this solution would allow the user to carry two 40ft or four 20ft containers.

The concept was documented to the satisfaction of Transport and Main Roads (TMR), which approved Transtech's OBM solution. After a successful trial period, SEQH implemented use of the OBM in September 2010.

### **Service**

The OBM monitoring solution was the first Transtech product utilised by SEQH, and Plummer has been impressed with the company's customer-focused service from day one.



Providing the best customer service means building a good relationship based on honesty and integrity. Transtech provides its customers with uncompromised service, unique solutions and an exceptional experience.

"Transtech has similar goals and behavioural traits as our organisation so we have found them very easy to work with along the way," said Brett Plummer.

"They're not too big which means they respond to your needs and they're very interested in what we're doing."

"We would not hesitate to recommend their services based on our own experiences."

### **Summary**

Transtech's OBM monitoring solution has resulted in significant productivity gains for its customers, including SEQH. Close to 20 vehicles of the company's fleet make use of the system.

"We make sure we develop import and export solutions together so we can reduce the inefficiency of running empty," said Plummer.

"Being able to carry two 40ft containers at once was critical," he added.

The OBM offers its users savings across the entire supply chain, predominately due to the reduction (up to 50%) in the number of trips taken. Customers can save more than 40% in ongoing fuel costs and greenhouse gas emissions and on-road community safety is increased with fewer vehicles on the road.

"The advantages have been significant and the benefits don't reduce over time," said Plummer.

“Our customers have certainly benefited from lower pricing which allows us to remain highly competitive.”

“In terms of managing the road system it’s a great thing for the jurisdiction – they have high certainty that all these trucks are complying [with regulations]. Other trucks have to do gross calculations of their weight load and there’s just no way of telling [if it's accurate].”

Transtech is the only transport solution provider permitted to offer an approved, regulated solution for TMR’s Interim On-Board Mass program.

“It has driven a fair bit of business our way because there are plenty of owners out there that are interested in streamlining their operations,” says Weiss.

“Any business that can maximise their load and transport two containers in one [trip] saving fuel, labour and hours will see the opportunity to do so as significant.”