



Client Snapes Project Logistics

Background Snapes Project Logistics is a major Victorian road freight transport, storage and logistics business based in Melbourne's western suburbs. Snapes specialises in moving and storing high value and bulky commercial fixtures, fittings and furniture for some of the most well-known supermarket, retail and furniture brands in Australia.

Challenge With aggressive national expansion plans, Snapes required a review of its IT systems and supporting business processes. Existing systems were no longer capable of meeting the needs of the business and its clients. Snapes detailed requirements had not been clearly identified, making it difficult for the business to move forward confidently with an IT systems strategy.

Solution We partnered with Snapes to implement a multi-staged approach to confirm user and business requirements, identify solution options and enhance or replace systems and processes, preparing the business for expected growth.

Snapes core systems are now in place and transitioned to 'business as usual'. We have prepared training assets and systems for documentation of Snapes' new business processes and way of working to ensure that the company has everything needed to continue to scale the business with new staff long after our involvement has completed.

In addition to the core focus on Snapes technology requirements, we also undertook a range of supporting activity to confirm strategy, review and restructure roles and responsibilities and create and deliver training and process documentation to support the organisation's transition to the new way of working.

Results Snapes are in the final stages of their transformation and have already increased their pipeline, capacity and automation of the business.

Core systems have been upgraded to an industry standard platform, which is being optimised for improved performance, with the focus of moving to further automation of business processes and enhanced management reporting and visibility due for completion in 2016.

The success of Snapes' business systems transformation was recently recognised at the 2015 Australian Freight Industry Awards when Snapes placed as a finalist (against much larger organisations) in the hotly contested Innovation in Technology category.



Victorian Transport Minister Hon Luke Donnellan (2nd from left) visits Snapes' Victorian head office following recognition in the 2015 Australian Freight Industry Awards Innovation in Technology category. Rodney Goulet, Snapes CEO (3rd from left) and Experient CEO Steve Melville (far right).