



AustAfrica's XCTMS Story

Who we are

AustAfrica is a privately owned tyre supply and management company in Zambia. We are situated in Lusaka and have management teams on various sites around the country. Although we retail all types of tyres, we do specialise in the supply and management of truck tyres and cane haulage tyres. We have our own vulcanising equipment and retreading plant which enables us to manage our tyres right through to the end of their life.

Overview of AustAfrica system prior to XCTMS

Starting with a small team on a client site, we originally kept manual records of all the trucks and tyres in stock and under inspection. A few years ago, we updated all this information onto excel, but because we required remote access to the same files, we moved onto google sheets and created our own database record of trucks, tyres and fitments. We had not yet discovered the benefits of document sharing through Microsoft!

Whilst this system was adequate, (and we still occasionally refer to it when checking historical information), our database was rapidly increasing in size as we took on additional sites and fleets.

Not only was it a lengthy process of finding data through the use of filters, the system was potentially open to manipulation and errors on data entry.

One of the biggest issues with running a fleet of trucks in Zambia is tyre theft; we needed a system with user levels and permissions as well as a simpler, user friendly data entry in order to avoid unnecessary errors.

Implementation of XCTMS

We came across XCTMS whilst doing our searches for a new management system and began discussions with them in April/May 2020. After many weeks of discussions, demonstrations and long chats with them we were happy to go ahead with XCTMS as it met virtually all our needs. Furthermore, they were more than willing to go the extra mile in making adjustments to the system for our benefit as well as adding new features that we suggested would be beneficial not only to us but other clients too.

Our biggest hurdle was getting our data ready to migrate onto the system. During this time, we discovered the extent to which our current system was open to errors and a great deal of time was spent cross checking against manual records until we were satisfied that the data we had was as accurate as possible, ready to migrate to XCTMS. This took us much longer than anticipated and XCTMS were more than patient in their assistance for us to get going. Eventually at the beginning of August, we did our first migration and went live with XCTMS. We still had some fleets not yet loaded so we were operating the live system together with our database as we prepared the last of the data to migrate. XCTMS added the useful verification tool so that we could check our own data and get it 100% accurate before sending it to them for the final upload.

Benefits of XCTMS

Aside from a few technical issues with some of the probes, which have now been sorted out, the system has proved to be well worth the time and effort we went through and we now have over 4000 tyres on the system for one client and have set up XCTMS for an additional client and have interest from several others.

The main advantages we have found:

- Minimal paperwork or manual entry of data, which saves time and maintains data integrity.
- We can easily check the history of tyres and fitments.
- Real time updates on inspections allows us to check on actual work being done on sites from any location.
- We have more staff utilising the system than we had before. The app has a user-friendly interface, making it accessible to more staff than before.



AUSTAFRICA TYRES
ITS ALL ABOUT SERVICE !!

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- Stock control is more effective as we can see exactly what tyres we have at each location. This has improved forecasting and budgeting.
- It has taken a while to get used to the reports available on the dashboard and we are continually finding new ways of viewing our data for analysis. We are able to get far more useful information out of our data than before.
- The new tasks and workflow system has been a fantastic addition and has become a useful tool in ensuring staff are accountable for their work and allows us to follow up on and monitor important jobs.

Power BI and Microsoft

In setting up XCTMS we have become much more aware of the many tools and advantages of Microsoft programs. We are now utilising programmes such as Microsoft Teams throughout the company as well as updating all our old Office versions to Microsoft 365.

XCTMS have enabled us to access our reports on Power BI, which allows us to export the data for further analysis. We are currently looking at ways in which we can use Power BI in more aspects of our business reporting.

AustAfrica's Expectations

As an authorised reseller for XCTMS we are looking at marketing the programme to many transporters and fleet owners. Our own experiences with XCTMS allows us to fully understand the needs of our future clients, particularly with regards to the Zambian business environment and operating conditions. We look forward to continuing our business relationship with XCTMS who have been incredibly supportive in our new venture.