



SMOOTH SAILING FOR SYDNEY FERRIES WITH NEW AND IMPROVED UNIFORM MANAGEMENT

RWW helps Sydney Ferries employees look their best and stay safe while they are transporting passengers across Sydney's busy waterways, while making uniform and safety gear procurement easier than ever before.

Customer highlights:

- Fast and efficient uniform sizing and fitting
- Easy online ordering and order tracking
- Reliable supply and delivery of quality garments
- Individually packaged orders save handling time
- Outstanding customer service with fast response times



“RWW provides high quality products that arrive as ordered and when we expect them, so we don’t need to constantly chase or send items back. With a focus on the finer details, the RWW team makes my life much easier, and they are always very responsive whenever I reach out for help.”

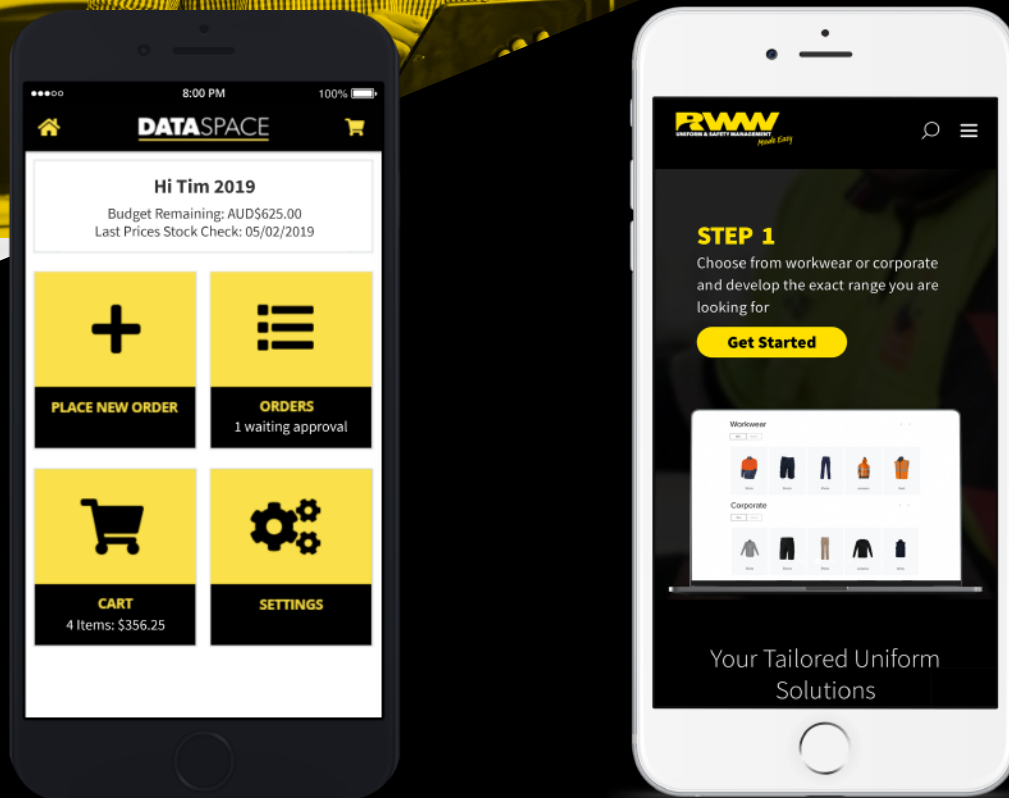
Stacey Katarzis
Business Performance Manager
Sydney Ferries

Sydney Ferries provides a vital public service, transporting people all over Sydney’s busy waterways. The organisation undertook a review of uniform procurement and management, appointing RWW as their new supplier of choice.

One of the critical areas that needed to be addressed was the efficient outfitting of new employees. Without correctly sized and fitted uniforms and safety gear delivered on time, their training can’t start, which has a flow on effect to staffing and rostering that can ultimately jeopardise transport timetables.

RWW provides a reliable ordering and delivery system that offers certainty to the team managing staff uniforms and equipment at Sydney Ferries. This is helped by the individual packaging of orders so that when boxes of uniforms and safety gear arrive, they can be quickly sent to each staff member immediately, saving the team valuable time not having to sort through bulk orders for individual items.

The Sydney Ferries team is benefitting from a smooth and easy uniform management process with online ordering, accurate order tracking and reliable delivery. Garment quality is excellent and employees are efficiently fitted for comfortable and practical wardrobe choices to best represent the organisation.



Since appointing RWW, by far the biggest saving for Sydney Ferries is in staff time. Previously, uniform sizing and fitting took a long time, now it is done quickly and very efficiently. And old manual ordering processes would often have staff members lined out the door to place their orders with the uniform team, with weeks of time and delays now saved due to the efficient online ordering system.

Responsive customer service is also very important for the Sydney Ferries team. Despite regular weekly orders made using RWW's online Dataspace ordering and management platform, occasionally there is an urgent need for something, and the RWW team quickly jump into action to sort out issues ranging from individual item swaps to a full order for a new team member being hastily onboarded.

Having access to RWW team members who respond within the same day, or even within the hour, means that any issues are dealt with quickly, without the Sydney Ferries team needing to chase for responses and action.

The next step for Sydney Ferries is to start using the Dataspace Store Room feature to enhance the management of individual staff members' uniform usage to identify and address any over-use.

ABOUT RWW

For nearly 30 years, RWW has been making it easy for Australian companies to manage their PPE, uniform and safety requirements. We are committed to providing quality products, when you need them, no matter where you are located. We not only help keep your workforce safe, but we help you get them to work quickly.

Dataspace is our complete uniform management platform, an innovative technology solution where you can manage your PPE, uniform and safety requirements, orders and deliveries in one place, and in real time.

RWW is a proudly Australian owned and operated business, serving customers in a wide range of industries right across the country. We are focused on exceptional customer service and a commitment to helping your workforce represent your business in the best way possible.

If you want RWW to help you with your own success story, get in touch with us today. We will help you make uniform and safety management easy.



1800 637 098
www.rwwgroup.com.au

RWW
UNIFORM & SAFETY MANAGEMENT
Made Easy