



## Pinpoint delivery

SITUATED AT THE HEART OF AUSTRALIA, ALICE SPRINGS IS YOUR PROTOTYPICAL COUNTRY TOWN, FLUSH WITH MYSTIQUE, RICH IN TRADITION AND ISOLATED FROM METROPOLITAN LIFE. BUT THANKS TO **TCK AUSTRALIA**, LOCAL COMPANIES LIKE **ALICE TRAILER SUPPLIES** STILL HAVE ACCESS TO THE LATEST IN MODERN COUPLING TECHNOLOGY.

Due to the region's geographic isolation, doing business in the Northern Territory can be challenging, especially in time-sensitive industry like commercial road transport. "It's quite the task getting stock delivered to our headquarters up here," says Mick Hoey, Workshop Service Supervisor at Alice Trailer Supplies. "That's especially true for crucial wearing parts like the tow coupling."

In the past, Mick has sourced tow-coupling kits from abroad, for instance, but wasn't satisfied with availability, wear rates, as well as the speed of delivery. That's why in 2006, he changed to TCK Australia, who can draw on great experience in servicing remote locations.


Based in Adelaide, some 1,500km south of Alice Springs, TCK is not only the more 'local' choice, but also more reliable in terms of customer service, according to Mick. "Prior to purchasing from TCK Australia, it took up to

a week to receive new stock, or three to five days in a best-case scenario. In the transport game, that's a lifetime," he says.

"Then we met Graeme Rowlands from TCK Australia, who can get a kit up here within a day. Such short lead times enable us to get our clients' trailers back on the road almost immediately, so we entrusted Graeme with a lot of our coupling business. We've been sourcing repair kits and other small parts including bushes, rubbers and wear pads for the last seven years now."

At first, Alice Trailer Supplies would take delivery of TCK Australia's repair kits to suit 96AUS and 92CX Ringfeder-style couplings. But since the roll out of the latest 101AUS and 202AUS Ringfeder rotating pin couplings, Mick says the reliability of the TCK kit has skyrocketed. "Our clients are getting at least 20,000km out of each kit before changing over, which is more than

double the mileage of previous brands we used," he says.

"In an off-road environment, that's what you really ask yourself, does the equipment I'm investing in stand up? And TCK Australia's solution can. It's not only cost effective, but also long lasting – even in trying conditions. Most importantly, we can trust in TCK to get our order up here in a timely manner." Originally a parts outlet, Alice Trailer Supplies was formed in 2009 and has since gained a strong reputation as a reliable provider for parts, accessories and service to fleet operators in one of Australia's most remote communities. 

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