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Delivering results: How Outrayjus improved operations and customer service

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Outrayjus

warehousing and distribution

At a glance

Company	Outrayjus
Location	Brisbane and Toowoomba, Queensland

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liance challenges

oyee engagement

- ✓ You need to improve customer satisfaction with real-time tracking and updates

A logistics business in transition

[Outrayjus](#) is a logistics and freight company that helps businesses get their products where they need to go, particularly in the hospitality and wine industries. Whether it's delivering perishable food items or high-value wines, they ensure everything arrives on time and in perfect condition. With a fleet of trucks and multiple warehouses, Outrayjus plays a crucial role in keeping their clients' supply chains running smoothly.

Like many growing businesses, Outrayjus hit some bumps along the road. When the company went through an ownership change, it became clear that their HR and payroll systems weren't keeping up. Managing staff payments and HR compliance was becoming a headache and as a result, inefficiencies were piling up. That's when [Kim Miller](#), the Admin Manager and PA to the General Manager, stepped in to find a better way.

"We had different systems for transport, warehousing, accounting and payroll, and none of them talked to each other. It was a nightmare trying to keep everything organised. I needed a single platform that could handle it all – and that's when I found Employment Hero."

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in despite

[r payroll](#), found Employment

"set anything up from Employment Hero made it had people I could talk to."

e in making the transition

smooth for Kim and the team at Outrayjus.

"Helen and Julia were phenomenal. I was so overwhelmed and confused one day, trying to set up payroll under a tight deadline, and Helen helped me get through it. When she didn't have the answer, she found someone who did," Kim recalls.

Managing a workforce with diverse employment types

In the logistics and transportation industry, companies often employ a mix of full-time, part-time and casual workers, as well as long and short drivers, each with different entitlements and pay structures. The team at Employment Hero helped Kim navigate these complexities with ease.

"We have casual drivers, full-time drivers, part-time drivers – each with different rosters and obligations. With Employment Hero, I don't have to remember them all now. Employment Hero lets me set their ordinary work hours, apply the right modern award and everything else is done automatically."

Employment Hero also tracks compliance requirements, making managing HR documents and payroll essentials a breeze. *"Before, I had to manually check who was getting what based on their contract type. Now, I can just pull up a report, and it's all there."*

Compliance without the complexity

Navigating payroll [compliance](#) in the logistics sector can be overwhelming, but Employment Hero took the guesswork out of modern award interpretation.

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by different rules. Employment Hero handles all, so I don't have to

roll is huge, and Employment Hero explains every rule. The platform explains the awards in detail.

keeping track of employee contracts using the reporting feature.

we imported all the staff data and can now run reports on when licenses and qualifications expire. Instead of chasing the operations manager, I can just hand

him a list of what needs updating. It ensures we're never caught out with an expired license, which is critical for compliance and safety."

Boosting staff engagement and morale

Beyond payroll and compliance, Employment Hero has also helped Outrayjus foster a positive work environment by improving communication and engagement.

"Something as simple as tracking birthdays has been a game-changer, I can generate a report and make sure we acknowledge our team's special days like birthdays. It might sound small, but it really boosts morale. It makes people feel valued."

Employees have also embraced the self-service features of Employment Hero.

"They love how easy it is to clock in and out with the [Employment Hero Work app](#). One employee changed his bank details himself and was thrilled that he didn't need me to do it. For me, that's a huge time saver," Kim said.

Streamlining operations and strengthening customer relationships

For a logistics business, efficiency isn't just about internal processes, it directly affects customer satisfaction. Employment Hero enabled Kim to track driver locations with the [real-time tracking feature](#), providing customers with accurate

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arrive. With the real-time tracking feature, when the driver was on break, and the update was massive for us," Kim

updates to their clients,

them real-time information. In industries like hospitality and time care, that can be the difference between keeping and losing a client."

More time for business growth

By automating payroll and HR processes, Employment Hero freed up Kim's time to focus on higher-value activities.

"Instead of getting stuck in HR admin tasks, I can now focus on staff development and customer engagement. I can spend more time ensuring that our customers are satisfied and that we're growing the business, rather than just running it," Kim said.

Upper management has also seen the benefits. *"Our General Manager is stoked. I can pull a simple report and tell the business at speed what their wage, admin, warehousing and delivery costs are in a blink."*

"Plus, payroll is so quick now – I approve timesheets, run the pay cycle and it's done. Because of the efficiencies, our employees even get paid earlier, which they love."

The verdict: A game-changer for freight and logistics businesses

For logistics companies considering a move to Employment Hero, Kim's message is clear: *"Do it. The platform simplifies compliance, improves communication and saves so much time. The support team is incredible, and the system just works."*

She adds, "Employment Hero has given me peace of mind. I know we're fulfilling our employer obligations. I know the staff are happy and I know I can focus on strengthening customer

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Acknowledgement of Country

We acknowledge Aboriginal and Torres Strait Islander peoples as the First Australians and Traditional Custodians of the lands where we live, learn and work.

What we do

Employment Hero is an end-to-end HR, payroll and recruitment solution designed for Australian

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