

One Key Resources are a labour hire company catering to the mining and construction industry. Total Uniform Solutions have been working with One Key Resources since their inception, and have enjoyed a long and trusted working relationship.

The biggest challenge One Key had with their previous supplier was providing their contractors with the workwear pack (uniform items and safety equipment) they needed for the duration of their contract. Typically, the pack was available to pick up when they arrived on-site.

However there were consistent issues with contractors arriving for work and the garments not being the right size, items missing, or not to specification. The workers would then have to wait for up to 3 days for replacement items to be sent out – which was costing One Key Resources’ clients around \$1,000 each day the workers were unable to work. That equates to an average of \$3,000 per person every time there was an error. Not only was this a very costly process for their clients, but it had the potential to negatively affect One Key Resources’ reputation.

When Total Uniform Solutions took over the account, there were several things that were resolved. The first being the logistics challenge.



When Total Uniform Solutions took over the account, there were several things that were resolved. The first being the logistics challenge.

Petrina Ind | Business Support Manager



CASE STUDY



We implemented a logistics service to Pick Pack Post directly to individual workers residential address before they were due to start work. This meant that if there were any sizing/fit issues it could be rectified quickly, with no impact to the end-client, and the workers were ready to start work as soon as they arrived on-site.

Information for each order (ie. sizing, personalisation, delivery addresses) is entered directly into the online portal by One Key. The self-service aspect makes it easy for them to individualise their orders each time, and with 100+ orders each month it is vital this process be streamlined, efficient and easy.

We also worked with One Key Solutions to develop a custom workwear solution to minimise heat stress issues, which was also costing the end-client in staff downtime. Our cooling workwear solution, initially specifically made for One Key workers, is being launched under our latest workwear brand Bruxy, which is quickly becoming the industry standard in cooling workwear garments.

Total Uniform Solutions also offer a diversified solution by coordinating the apparel, merchandise and display items for corporate events, golf days and trade shows.



The solution? Over the space of a year after implementing this solution, it was saved One Key Resources – and their clients – a significant amount of money. Increased client satisfaction from One Key's biggest clients, resulting in ongoing contract renewal, has also been a huge benefit. ■

T.U.S also worked with One Key Solutions to develop a custom workwear solution to minimise heat stress issues, which was also costing the end-client in staff downtime.

READY-TO-WEAR & CUSTOM UNIFORMS
MERCHANDISE & DISPLAY
HEADWEAR & BAGS
PROCUREMENT & LOGISTICS
EMBELLISHMENT

totaluniform **t.u.s**
solutions

1300UNIFORM | www.uniform.com.au