



CUSTOMER CASE STUDY

National Tyre & Wheel

Leading digital transformation across Australia's largest independent tyre wholesaler.



HEADLINE RESULT

60%

Reduction in administrative costs across national account billing operations.

AT A GLANCE

| | |
|-----------------|--|
| CUSTOMER | National Tyre & Wheel Pty Ltd |
| BRANDS | Tyres4U, Exclusive Tyre Distributors, Dunlop |
| SCALE | 12 DCs · 200+ staff · 1M units p.a. |
| FOCUS | National account billing portal |

KEY OUTCOMES

- 60% reduction in administrative costs.
- Custom MVP portal delivered within one month.
- Zero disruption to national account trading.
- Centralised billing with built-in approval workflows.

WHY IT MATTERED

NTAW's dealer portal had been customised over two decades. Migrating to new accounting software couldn't mean downtime – years of work with national accounts and dealer networks had normalised the billing process.

INTRODUCTION

Australia's largest independent tyre wholesaler, mid-transformation.

National Tyre & Wheel Pty Ltd (NTAW) is Australia's largest independent tyre wholesaler, integrating Tyres4U, Exclusive Tyre Distributors, and Dunlop. With 12 distribution centres, seven subcontracted logistics suppliers, and over 200 employees, NTAW imports approximately 1 million units annually.

Seeking to enhance financial operations, particularly in volume billing for national accounts, NTAW turned to Acume, a platform designed to automate critical financial processes.

NTAW was undergoing a digital transformation and needed to migrate to a new accounting software system. Their dealer portal, customised over two decades, was outdated and couldn't be easily replicated. Downtime wasn't an option, as years of work with national accounts and dealer networks had normalised the billing process.

We partnered with Acume for their expertise in delivering custom IT solutions that streamlined our processes, enhanced efficiency, reduced administrative costs, and supported NTAW's goal of leading the digital transformation in the tyre industry.

Justin Deacon
GENERAL MANAGER OPERATIONS, NTAW

BEFORE ACUME

Legacy dealer portal

A two-decade-old custom portal handling national account billing, with no clean migration path to the new accounting system.

WITH ACUME

MVP portal in 30 days

Dealer login, account selection, claim submission, and dual-transaction invoicing – all live within a month.

Cut administrative costs by 60%

THE SOLUTION

A custom MVP portal, delivered in a month.

Acume was able to offer a minimum viable product (MVP) portal within a month. The portal held dealer and customer records and supported national account billing. Dealers could log in from multiple access points, select accounts, enter consumed products, and submit claims.

Acume created two transactions for each claim: an invoice for the national account and a credit for the dealer. The national billing team could then review, release, and send invoices and credits in bulk, while updating customer balances in the accounting system.

THE RESULT

Trading continued. Costs dropped. Innovation continued.

Acume's rapid deployment ensured NTAW's national account trading continued without disruption. Centralised accounting streamlined financial processes, while built-in workflows reduced manual effort and improved accuracy.

NTAW saw a 60% reduction in administrative costs, increased productivity, and optimised operations. As Acume continues to refine the platform, NTAW remains at the forefront of financial process innovation.

60%

Reduction in administrative costs across billing.

30 days

From engagement to live MVP dealer portal.

12

Distribution centres operating without billing disruption.

See it in action.

Book a structured walk-through of the national account billing portal Acume built for NTAW. We'll show you how dealers submit claims, how invoices and credits flow into the accounting system, and how custom workflows can be configured for your operation.



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