



NRMA BusinessWise keeps
AP Westwood & Sons
on the job

- > **Company:**
AP Westwood & Sons
- > **Industry:**
Building
- > **Location:**
Bundeena, NSW

Company:

AP Westwood & Sons

Fleet:

1 truck

1 4WD

1 passenger vehicle

Business need:

Reliable coverage for the family business's small but essential fleet of vehicles.

Our solution:

NRMA BusinessWise Absolute & Light Commercial Absolute cover.

Business Benefits:

Minimal downtime and long-distance towing for a small family business with a geographically wide customer base.



“They’re always helpful and they don’t leave you stranded but stay with you until they’re sure everything’s fixed.”

Ray Westwood, NRMA Member since 1979

NRMA BusinessWise helps a small family business minimise downtime

As a small family business, every one of Westwood & Sons vehicles is essential to daily operations. The company relies on NRMA's BusinessWise to get tools and materials to construction sites each and every day.

AP Westwood & Sons has always been a small, smartly run family business. Today, the business comprises of Ray Westwood and his sons Mark and Patrick, but Ray's father started the company some 55 years ago.

Located at Bundeena, the building company mainly does work in the Sutherland Shire, but jobs can see the family travelling all over the state. The business mainly specialises in domestic housing jobs but Mark Westwood says, **“We’ll build anything from a birdcage through to part of a factory.”**

Ray has been with the NRMA for over 30 years and happily took up BusinessWise Membership as soon as it was offered to him.

“At the time BusinessWise seemed like a great solution, as if one of our trucks is off the road they would supply us with a truck and tow us anywhere we wanted... When we joined we were doing a lot of work a couple of hours away, so if we broke down it’s not like it’s just around the corner for someone to come pick you up,” says Mark.

Westwood & Sons now has Light Commercial Absolute Cover product for Mark's Mitsubishi Canter truck and regular Absolute coverage for a Landcruiser and a Nissan Pulsar.

“We just can’t afford to have them off the road. The Landcruiser tows the trailer and we don’t have any other vehicle that can get that trailer into sites. All of our tools are on the trucks, so if they’re not running it takes us half a day to move all our tools from one to the other.”

Recently, the Canter broke down while still covered under NRMA's personal roadside assistance, which doesn't include towing for vehicles weighing over 3.5 tonnes. It would have cost \$580 to tow the truck five kilometres! Fortunately, with one phone call, the NRMA customer service representative was able to switch the Westwood's coverage to BusinessWise Light Commercial Absolute on the spot, charging them just a minimal fee for upgrading.

Another essential feature the service provides for the Westwood's is the ability to have flat tyres changed with minimal fuss and zero downtime.

“In the building trade we get a lot of flat tyres and sometimes you just can’t get the wheel nuts off no matter how hard you try,” says Mark.

“Usually with flat tyres it’ll happen sometime during the day. Our trucks are on the job site for eight hours just sitting there. So we call as soon as we realise we have a flat and a couple of hours later the guys turn up to fix it. By the time we’re done working they’ve taken care of it. That means we don’t have any slack time while one guy is trying to fix a flat tyre.”