

Workwise Waste Management



Workwise Waste Management - The complete solution to waste management

Drastically improve your recycling contamination

Streamline your document management

Radically reduce work for office staff and vehicle crew alike

Workwise Waste Management

Workwise is the complete solution to waste management in **one** system. The system has a number of different modules and can be easily tailored to suit your requirements. It has modules for **Domestic Waste**, **Trade Waste** and **Street care**. All are very easy-to-use and offer a common look and feel. Your properties and trade customers are particularly easy to setup and maintain using our LLPG interface. Once the information is in our system we provide real labour-saving reporting and lettering processes that automate tasks that would normally take many days of your staff's time.



Domestic

Constant weekly domestic collections can be a headache with problems such as contaminated bins, vehicle issues, customer calls, address updating and resident lettering. On top of that the actual collection rounds may be poorly optimised. Workwise waste management has a clever set of tools to deal with all of these problems.



Contaminated bins

The Workwise system has many features that make dealing with residents who contaminate easier. When a contaminated bin is found, the dustcart crew can record it easily with 3-to-4 simple touches of a large-screen mobile device. The crew are presented with on-screen tick boxes which enable them to record the type of contamination found and whether they have left any sticker indications for the resident. Once a contamination has been recorded, it is displayed on the office-side system, so that if the resident phones the office, the staff can deal with it knowing exactly what the crew have reported.

Office staff can also produce a report that lists all of the contaminated bins, and print off letters for each resident that show the exact contamination found and a reminder of the recycling or composting rules. The report and printing process can be done within minutes saving your staff a lot of time. The Workwise system also has features in-place to deal with repeat offenders. If a resident contaminates a bin 3 times within a certain time period, a follow up task can be automatically issued to your enforcement team.

Workwise also allows office staff to increase recycling/composting awareness. It does this in two ways. The first is to plot the contamination on a map, which gives an instant overview of the best and worst areas. In this way staff can target certain areas. The second is a report that shows a breakdown of contamination. For example, it may show 100 bins were contaminated with glass, 50 bins had wood waste, etc. This lets your staff know exactly what items may be confusing to the residents.



Vehicle management

The Workwise system has some clever management tools for your vehicle fleets. All your vehicles can be plotted on a map to show you exactly where they are. You can know exactly what state your vehicles are in by having the crew fill in an electronic defects sheet. If a defect is recorded, an email and a repair task are automatically sent to the fitter. The vehicle crew can inform the fitter of the problem using simple on-screen tick boxes. This eliminates the need for chasing up paper sheets and organising the fitter's schedule. Workwise also has a report that lists all the defects and all the actions taken by the fitters. It can also print out the electronic defect sheet in the exact format of any existing paper base method.

Resident Calls

When dealing with a large number of residents, you will undoubtedly get calls from them. Workwise provides an easy-to-use CRM system. Each call is categorized into a type, and each call type is handled in a unique way. For example, if a resident calls to report a missed bin, the operator will simply type in an address. From the address the system would immediately bring up the details about the resident and what the vehicle crew had reported. If the vehicle crew had reported the bin as “Not out”, the operator can inform the caller. If the operator decides that the vehicle crew needs to go back, the operator can send the task to the vehicle crew. The vehicle crew will see a message icon flash up on their mobile computer which will contain the task. All of this is done by the operator in just a few clicks.

As an alternative, if you already have a CRM system in place, Workwise can receive information from it to automatically issue tasks for the vehicle crews.

Address updating and route optimising

Changes to your list of properties and customers are automatically updated in Workwise. This happens because of our interface with the LLPG. Whenever a new property is built, its details will be imported from the LLPG. Office staff can view any new properties and add services to them. This completely removes the manual task of updating your address/ customer details.

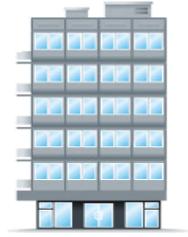
The collection route can also be optimised using our interfaces to a routing system. You can create an export for all your property data within minutes. This can be sent to a route optimising system such as RouteSmart, and then the results can be imported back into Workwise. Optimised routes mean more efficient working and savings in service provision costs.

Resident lettering

The Workwise system has many customisable lettering processes. You can do just about any letter campaign with ease. For example if you wanted to send a letter to every resident on “Round 1”, you would use the tools within Workwise to select a letter type, and then select filters for “Round 1”. The Workwise system will then automatically create a letter for each resident, and include the property’s own information, like its address and collection day.

Bin management

Workwise has a fully customisable stock control system. It contains stock counts for all your different bin types, sacks and other items. The counts are automatically adjusted when new bins or sacks are delivered to a resident. Stock levels are also adjusted automatically when crews report a broken bin and a replacement is issued. The stock control system has an email facility which will email an item’s specified buyer if the stock is running low.



Trade

Our Trade system has all the useful features of its Domestic counterpart, with added facilities specifically for commercial operations. It also includes tools for running marketing campaigns to attract new customers.



Customer accounts

Workwise keeps all of your customer transactions in a secure central data store. Any customer details or transactions can be viewed at any time, allowing Workwise to show full client statements that list all of the services provided to a client and the amount charged for each service. Workwise caters for multiple service provision to a business. For example a business can have a Weekly refuse collection; a bi-weekly paper collection and a free-form skip hire/collection. All of these services are dealt with independently but viewed in a client statement together with a breakdown of costs. The costs are automatically calculated based on default hire and emptying prices. You can also easily add special arrangements such as free or discounted services.

Workwise has multiple ways to invoice a customer. You can select a client statement and issue an invoice for some or all of the items on it. You can also create part invoices, for clients that want to split the cost over time. When invoicing on a service like bin collection, Workwise lets you issue an invoice in arrears or advance. Another time-saving feature of Workwise is that it lets you create a bulk invoice. For example, you can create invoices for everyone who has had a “Skip” in the last month. This would produce a printout that has a separate page for every customer and includes a breakdown of their hire and emptying costs. The Workwise system can also interface to accounting systems, saving double entry of data.

Alongside the many useful customer details you can store, Workwise also has a status flag. For example if you have a customer who hasn't been paying you can set the customer status as inactive. When this flag is set, any other staff member will be immediately aware that the customer is inactive. In this way, your services to the customer can be stopped and started again very easily.



Attracting new customers

The Workwise data store holds ALL businesses in your area, not just the ones you deal with. It also stores lots of information about each business, like business type. All of this information is pulled nightly from the LLPG. Having this information, combined with the inbuilt lettering system, makes attracting new customers easy. For example you can print out a letter for each “School” who doesn't already have a “Paper collection service”. All of this can be done within a matter of minutes, saving your staff's time. The lettering system is totally dynamic allowing you to produce letters for any case imaginable. You can even have multiple cases, like produce letters for all existing customers who have a “Refuse” service but who don't have a “Paper” service.



Duty of care management

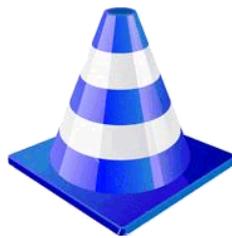
“Duty of Care” management can be a big time-sink when dealing with trade customers. By law each service for a customer needs a signed “duty of care” returned annually. The Workwise system has tools that will save you an enormous amount of time. The Workwise system can produce “Duty of Care” certificates for each customer within minutes. It will then track when they were sent and if a response has been received. Reminder letters can then be sent to all the customers who you haven’t received a response from.



Reporting

Workwise has a reporting system that provides lots of useful information. The reports are intended to be used to analyse areas of the business and its performance. A few of the reports are listed below:

- New / Lost business
- Waste break-down reporting on such services as Bins, Bulky items and Skips.
- Bin count according to service
- Customer and service changes
- Bags and Stickers sold
- Skips emptied



Street Care

Our street care system has a clever set of management tools that make office duties and dealing with mobile staff a lot easier.



CRM

The street care system has an in-built CRM system for recording incidents reported by the public. When a resident calls to reports an incident, office staff simply select the incident type from a graphical on-screen menu. Common types include:

- Abandoned Vehicles
- Graffiti
- Dog fouling
- Leaves / Weeds
- Littering
- Sharps
- Tipping/Trolleys

When these incidents are raised, a clear-up task is created and sent to the mobile operators. The operator’s hand-held computer receives the task and informs the operator that a new task has been received by making a noise and flashing an icon. The task is then stored in a list. Certain tasks will

need to be dealt with faster. If, for example, offensive graffiti has been reported it will be a higher priority and appear near the top of the list. When the operator arrives at the scene, every aspect of the incident can be recorded using the hand-held computer. If needed the mobile computer can take photographic evidence using an in-built camera. Once completed, the operator simply presses a button and the completed task is sent back to the office, so that the office-staff knows exactly what has been done and what is outstanding. The CRM system has some very useful reporting tools. Each incident type is linked to an in-built KPI reporting system. This saves a lot of staff time in creating required KPI indicators, because the actual figures are calculated in seconds.



Rounds Tracking

Workwise lets you keep track of your entire “street cleaning” vehicle and personnel rounds. The most common being:

- Sweeper
- Scarab
- Gully
- Scavenging

The rounds are sent to mobile computers. These can be on-board vehicle devices or lightweight hand-held devices such as mobile phones and PDA’s. The mobile operator simply ticks off a street on completion. There is a two-way message service between the office and the field staff so that everyone is always up-to-date with the daily progress. Every vehicle or person can be plotted on a built in map for immediate tracking.

Daily reports can be run in the office to show exactly what was done and missed for all the rounds.



Cleansing

The Workwise system keeps track of all items that need to be cleaned, like bus shelters and externally funded items like BT Phone boxes and Virgin Media boxes. These items are sent to a mobile computer where an operator can tick them off once done. The mobile device shows lots of information about the item which can be changed by the operator. The operator can also make comments which will be shown on the office-side system alongside the last cleaned date. Our reporting service can then produce a report to show all of the outstanding items.

Contact

If any of the above modules or facilities interest you then please contact us. We can provide more information and are happy to provide full and personal on-site demonstrations at your offices.

Ipswich Software Limited

Telephone: +44 (0)1473 833883

Web-site: www.ipsoft.co.uk

Email: sales@ipsoft.co.uk

Ipswich Software Limited
Claydon Court,
Claydon,
Suffolk,
IP6 OAE,
United Kingdom