



5 top daily challenges in waste management

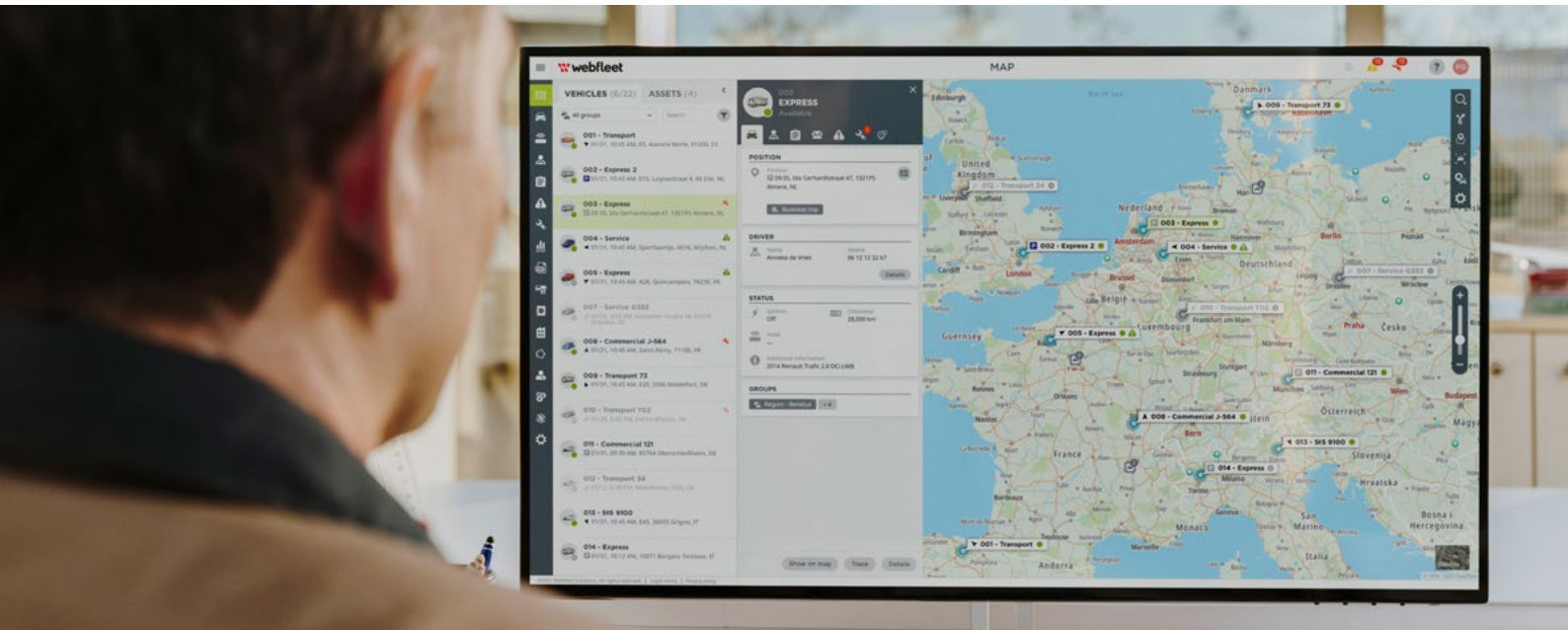
...and how to overcome them with technology





“ Change is the law of life. And those who look only to the past or present are certain to miss the future ,”

John F. Kennedy

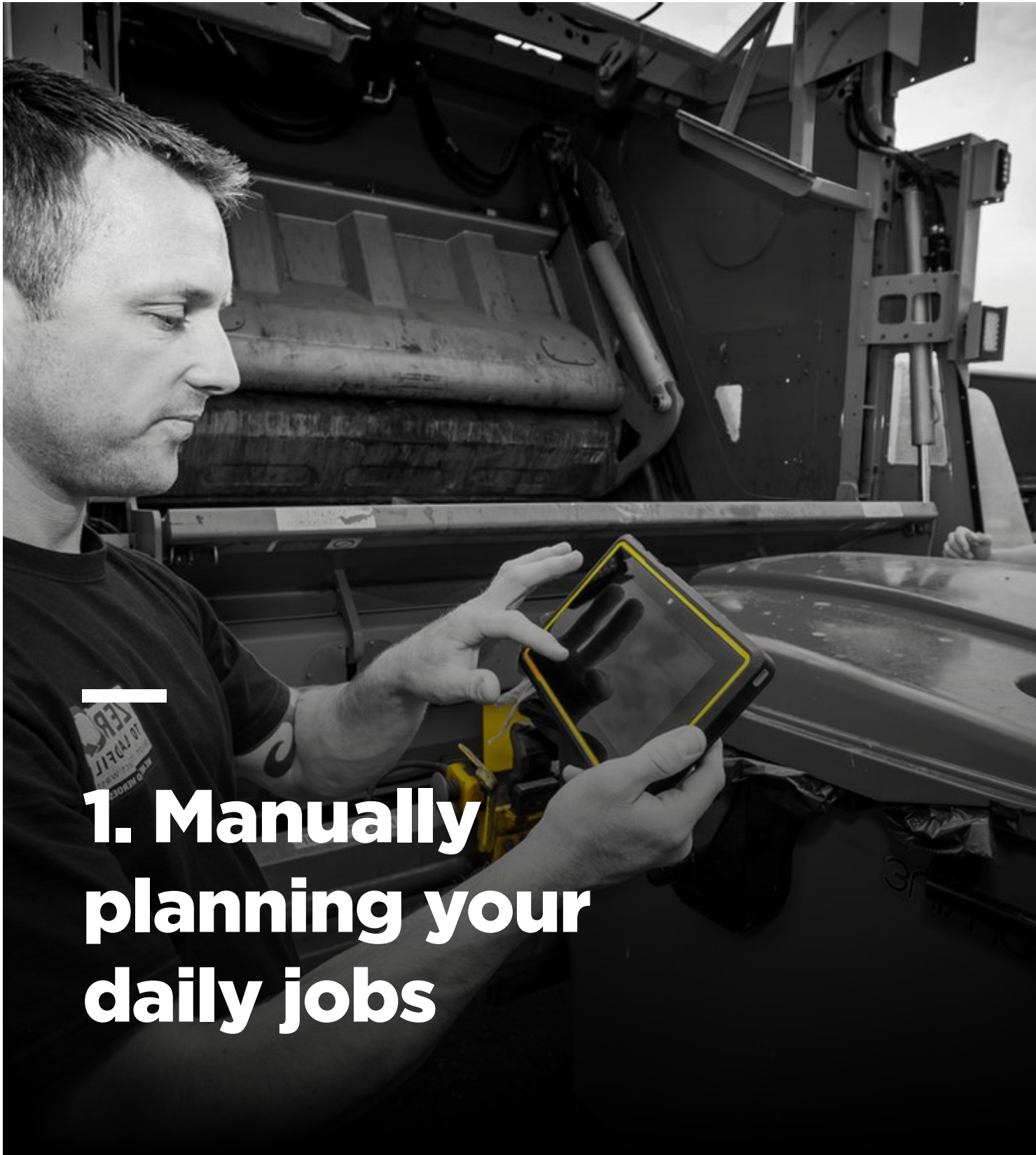


The speed of digitisation in our lives is accelerating at a pace never seen before. Arguably kick-started by our demand for online shopping over the last decade and accelerated by a global pandemic, the bar for customer expectations has significantly risen in both our private and business lives.

But what effect has this digitisation had on waste management? What daily challenges are commonly overlooked and could be easily improved with digital processes?

In this short guide we aim to highlight five daily challenges driven by a lack of digitisation and demonstrate how modern 'connected' vehicle technologies can transform your business operation. Read on for top tips on how to stay ahead of your competitors and start working faster, smarter and safer...





1. Manually planning your daily jobs

The challenge

Within the waste sector effective time management is critical, a missed collection can result in lost revenue.

Collections can be contaminated, unavailable for collection or the weights different from those anticipated - this makes load planning and efficient job management incredibly difficult.

When a last-minute job comes in, the transport office can be left frantically rearranging drivers and routes to accommodate the sudden change to the daily job sheet.



The digital solution



Digitising workflow and job management speeds up planning, helps to improve customer service levels, and allows waste operators to complete more daily jobs.

Modern cloud-based shipping software allows operators to plan all jobs/routes for the day and in a few simple clicks, while easily reacting to those troublesome last-minute job requests!

Webfleet Solutions has seen businesses that moved to a digital planning process complete up to 25% more jobs in a day while using the same assets, driving significant extra revenue into the business.





2. Overweight collections creating high disposal costs

The problem

For waste management companies the lack of disposal care by some customers can result in overweight collections. This may have a significant impact on remaining load capacity which in turn will have a knock-on effect on the remaining collections for that day, with some possibly being missed.

For multi-customer collections in one area, it can also be difficult to identify the culprit of an overweight collection. This can result in responsible customers subsidising those with overweight collections due to the lack of accurate weight collection data.



The digital solution



Live weighing systems coupled with RFID identifiers can instantly identify those customers with overweight collections.

This provides instant benefit as this solution can not only allow you to invoice with pinpoint accuracy, but also provide you the opportunity to target customers with heavy collections offering additional services, turning an unprofitable customer into a profitable one.



The Technology driving the change...

A brief overview of the 'connected' fleet technology available for waste management organisations



Paperless workflow shipping software can be installed onto in-cab devices so drivers receive up-to-date job details. Less paperwork can speed up jobs and offers full service transparency for your customers.



Remote Tachograph downloads helps businesses to keep track of compliance regulation deadlines and get timely social infringement alerts. Know exactly how much time your employees spend on the road, on-site or with your customers.



The hub communicates with all the devices in the vehicle, pulling everything together and remotely presenting the data in one, easy-to-use interface.





Driver behaviour is monitored with feedback sent to managers, helping them to work in collaboration with drivers to improve safety standards and cut operational costs. Live in-cab feedback educates drivers in real-time of areas to improve.



Connected driver terminals allow companies to assign jobs to drivers dynamically. Drivers receive job details and are automatically navigated to customers' premises, with devices taking into consideration live traffic data.



Cameras give visibility from your vehicles on the road, providing video evidence for insurance claims/disputes and helping improve driver safety. They can also be used to prove collection of waste from a customer premises and safeguard your drivers when working on-site.

Image designed by macrovector / Freepik



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3. Unresolved customer queries

The problem

When is our waste being collected? Why didn't you collect our waste? Why have you invoiced us for...?

Many waste collection companies will face queries like these on a daily (sometimes hourly) basis. Dealing with such queries via manual processes can have a significant impact on your time and office resources, leading to a stressed team and impacting revenue.



The digital solution



By implementing a live issue portal specifically for waste management, you can reduce inbound customer queries by up to 85%!

Customers will have live access to their account and get real-time updates on collection ETA's, historic invoices and arrange recollection of missed waste.





4. Vehicle involved in a non-fault collision

The problem

Drivers often work alone and in hazardous environments, one of which are the roads themselves. Often when a collision occurs large vehicle drivers will be blamed regardless of whether they were at fault or not, resulting in unnecessary settlements and increased insurance premiums.

When on-site it's often difficult to get a view of the truth when an incident occurs, especially given this may happen at any angle around the vehicle.



The digital solution

MANTIS™ & **webfleet**

Multi-camera vehicle CCTV systems are essential to protect your fleet AND your drivers. They not only give you the evidence you need when one of your drivers is involved in a collision that wasn't their fault, but also allow you to prove to your customers that your load was delivered to a safe location on site.

Camera solutions can also provide a solid framework for safety training and encouraging a culture of wellbeing and a sound duty of care.





5. Manual Tachograph management

The problem

It's a legal requirement for in-scope waste trucks to be monitored by a tachograph and the recorded data must be kept and analysed.

Collecting the required data for each truck and driver is a laborious and time intensive activity when done manually. These manual processes can lead to inaccuracies between the office and vehicle, so drivers will often advise that they've "run out of driving time" just when you need them most.

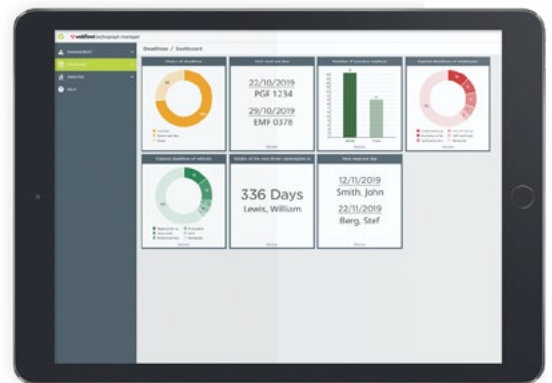


The digital solution



WEBFLEET Tachograph Manager remotely downloads all required tachograph data, while offering driver and vehicle download statuses, analyses and reporting on daily driver activities. A simple dashboard helps you to keep track of this at a glance. Meanwhile, inspections are made easier with all your records archived in one repository.

WEBFLEET also provides up-to-date information on your drivers' remaining driving times and rest periods. This way, you can stay informed as to which driver has enough driving time left to do the next job in time.





Riverridge

Discover how Riverridge installed WEBFLEET and MANTIS to maximise safety and cut insurance costs.

RiverRidge invests in driver safety with connected fleet management solution

Irish waste recovery specialist RiverRidge has invested in an integrated vehicle camera and telematics solution to maximise driver safety and compliance, while mitigating insurance risk on non-fault accidents.

The company, which boasts some of the highest ISO safety standards in the sector, appointed the Webfleet Solutions Premium Partner Simplicity Group to install the WEBFLEET fleet management system, together with forward, side and reverse MANTIS Live cameras, across its fleet of 150 vehicles and trailers.

“We needed a fully connected vehicle camera and telematics solution that was both robust and easy to use,” explains Tony Kirkpatrick, Transport and Logistics Director, RiverRidge.

“Simplicity Group have achieved this plus integrated our tachograph, maintenance and fuel management - the result is a true fleet management solution supported by a local company.”

RiverRidge is using WEBFLEET'S OptiDrive 360 functionality to measure driver scores for safety and efficiency, while the integral Tachograph Manager remotely downloads drivers' cards daily and automatically analyses infringements.

Remaining driving time and distance updates show RiverRidge managers how long each driver has left before they need to take a break to meet Working Time Directive rules. Drivers use an app on their mobile phone to conduct a daily digital vehicle maintenance check, which gets automatically sent to the back office via WEBFLEET to ensure compliance.

Meanwhile, integrated CANbus fuel management also allows the company to monitor fuel consumption.

Beverley Wise, Sales Director UK & Ireland, Webfleet Solutions, added: "This is a strong example of connectivity saving a customer time, money and resources. WEBFLEET provides one hub, one interface and one easy way of accessing and running multiple connected fleet solutions."

The MANTIS Live DVR is equipped with a 4G true multi-network SIM to provide the best connectivity available, ensuring vehicle cameras can be viewed live when needed. The MANTIS evidence centre takes data from Webfleet Solutions, which has built-in crash detection, and automatically uploads footage to the cloud and the MANTIS Live Smart Phone App.

The solution is also helping to drive down insurance costs for RiverRidge as Harry Girvan, Director of MANTIS Live, explains: "All too often a large vehicle is blamed for an incident when

the driver is not actually at fault - and the impact on insurance premiums can be substantial. With 24/7 MANTIS camera coverage now in place, RiverRidge and their drivers now have irrefutable evidence to safeguard them in the case of non-fault incidents."

RiverRidge will also be using Bridgestone to monitor its fleet's tyre pressures and make the appropriate interventions to reduce punctures, cut vehicle down time and save fuel.

"Underinflated tyres have a higher rolling-resistance making them considerably less efficient," adds Andrew Frizzell, National Fleet Executive at Bridgestone Ireland. "Maintaining the correct tyre pressure will lead to longer tyre life for both the new Duravis regional tyres on the front vehicle axle and the Bandag BDU2 retreads on the rear."





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