SmartSuite
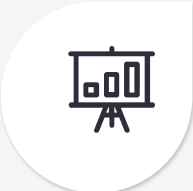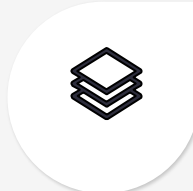
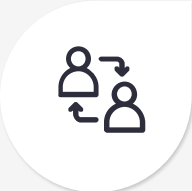# The Reasons clients choose SmartSuite

Route Optimisation link
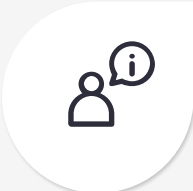
Jobs Management Solution

Trade Waste

Mixing Planned & Ad-hoc work

Integrations with 3rd Party Solutions

CRM, Tracking & Telematics, 360 vehicle cameras

Intelligent Reporting Functionality
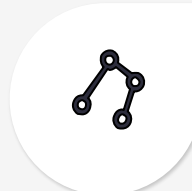
RaaS-based ad-hoc routing

Bulky Waste, Medi-waste, Bin Deliveries
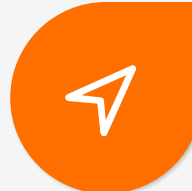
Live Re-allocation of Work

SmartSuite **Beneficiaries**

RouteSmart for ArcGIS and Route Planners

Service/Ops/Transport Manager

Supervisors

IT and Security

Service Improvement Officer/Performance Manager
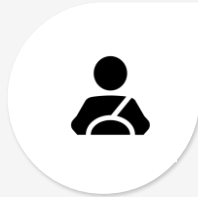
Drivers & Crews
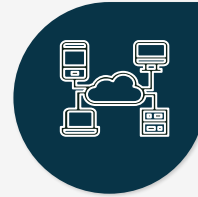
Trade Waste Officers

Digital Transformation & Channel Shift

Recycling Officer, Net Zero/ Climate Action Plan Team

Finance Director/Budget Holders
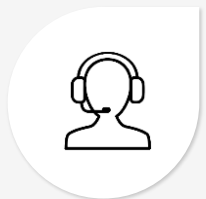
CRM Team

Elected Members

The Public

SmartSuite **Benefits**

Service/Ops/Transport Manager

SmartSuite improves performance, productivity and service quality combined in one integrated solution thru:

1. Creation of optimized routes **with** actual performance monitored in real time
2. Even distribution of workload across optimized routes - time & volume
3. Management & integration of planned **and** ad-hoc work
4. Use of map view of data for ease of use and interpretation of service information
5. Improvement in resource planning of services to manage new property developments **in advance**
6. Effective management & communication of service data to stakeholders, in real time
7. Immediate operational response: In the case of breakdown, sickness, etc incomplete routes can be completed by other vehicles
8. Reductions in carbon output, mileage & superior fleet utilisation
9. Enhanced public satisfaction due to immediate service intelligence & effective communication, reduced complaints
10. Enhanced driver, crew & public safety

11. ROI

SmartSuite **Benefits**

Service Improvement Officer/Performance Manager

SmartSuite:

1. Provides access to service management data at a granular level for enhanced scrutiny and accountability
2. Integration via APIs with reporting tools
3. Provides intelligence for improvement programmes based on accurate service data, examples of which are:
   - what work is planned
   - work completion status % completion down to round level
   - reasons for incomplete work, via driver reports and service history
   - New, related jobs initiated via jobs management and viewable service history
   - View status of outstanding jobs
   - Better organized services resulting in better recycling performance, (Colchester Borough Council reported an increase in its recycling rate of 10%.)
   - In-cab devices provide real-time performance update (X% complete) and 2-way messaging
4. "Single source of truth" principle

SmartSuite **Benefits**

Digital Transformation

& Channel Shift

1. SmartSuite can be part of a client's move to 'digital by default'
2. Integration APIs enable links to website for customer self-service, 3rd party systems, mobile, etc.
3. "Single-source-of-truth" approach to data

4. Case studies online …..

SmartSuite **Benefits**
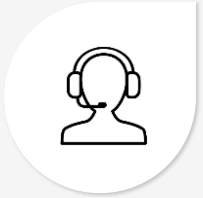
CRM Team

1. CRM team able to view and resolve 'real-time' service problems at 'first point of contact' avoiding the familiar paper chase
2. Customers leave their call to the CRM with a definite outcome, not just a promise to investigate
3. Service history is visible at individual property level
   - Service events at the address
   - Photographs of any events
   - Access to reports and messages
   - Ad-hoc work completed
4. Integration API will enable links to the authority's website and enable customer self-service access 24/7.
5. CRM team can 'initiate a job' as part of a customer solution

SmartSuite **Benefits**

Supervisors (1)

SmartSuite can transform the effectiveness of supervision through:

1. Providing access to live service and performance information 'on-screen' in the depot, to view <u>real-time progress</u> of vehicles and routes

2. Viewing specific service issues and service history at an individual address, such as "Bin not presented" with time/date stamp.

3. Enabling 2-way messaging between Supervisors, crews, back-office and other stakeholders meaning that operational issues are resolved in 'real-time' rather than at the end of the working day, which is often too late.

4. Broadcast messages or questions can be sent helped by frequently-used templates, and pre-defined responses.

5. Enabling the mixing of planned work and ad-hoc jobs. Urgent ad-hoc jobs can be sent to the nearest suitable crew and inserted into planned collection routes. Once the job is complete, the planned route is resumed, and the audit trail is completed.

6. Supervisors can receive ad-hoc reports made by drivers and crews in the field, such as reporting fly-tipping, graffiti, over-flowing litter bins or damaged bins, and action these immediately including issuing work out to a crew in real-time, no waiting until the end of the day.

SmartSuite **Benefits**

Supervisors (2)

7. Supervisors can make changes to driver/crew reports easily – and issue new report types, such as adding a specific type of bin contamination, overhanging branches.

8. Supervisors can add and request specific 'actions' required by a crew at a specific address and receive confirmation of completion by report.

9. Add, remove and edit comments against streets and addresses, such as 'single-sided collection', bin code 12345 etc.

10. Enabling simple configuration of device (driver reporting) – driver log-in, vehicle checks, road safety warning, risk assessment.

11. Reducing the double-handling of data and internal reporting, for example, CRM team to have visibility of any issues and problems on the route, such as "no access – parked cars"

12. Providing Full Jobs Management Suite (full back-office functionality)

13. Enabling reports and their locations to be viewed on map – in addition to a list-view, (including date range archived reports)

SmartSuite **Benefits**

Supervisors (3)

14. Providing Auto Street complete to ensure an accurate picture of completed work.

15. Date changes and substitutions, e.g., Bank Holiday service dates can be changed service-wide

16. Flexible deployment of services to work groups, e.g., vehicles used for multiple services

17. Data tags ensure that only relevant information and data is available to the user

18. Customisable dashboard with supervisors preferred view and content.

SmartSuite **Benefits**
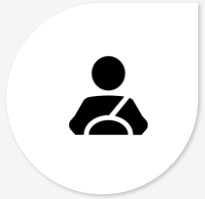
Drivers & Crews (1)

1. Provides a single source of route information, service reporting, 2-way contact with back office and real-time service completion.

   • Simple user interface & intuitive for users

2. Pinch and zoom screen, on-screen selection

3. Complex route information presented on route map

4. Integrates ad-hoc reporting and jobs management with round servicing

5. Auto Street complete feature – no manual confirmation required

6. Map-based reporting and actions

   • Route overview map
   • Centre on location view
   • Route & location view
   • Current location map

SmartSuite **Benefits**
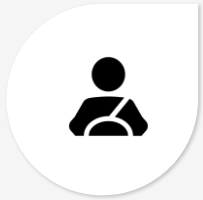
Drivers & Crews (2)

7. Driver log-in

8. Vehicle Checks are integrated with vehicle defect reporting

9. Points of interest , depots, facilities, public toilets, re-fuelling points, charging points, watering points

10. Reporting against POIs (e.g. weights can be entered at the weighbridge)

11. Night/day mode to reduce glare

12. Service comments, street comments and actions are highlighted on map.

13. Take photographs and associate with location/time/date and route/job/address,

14. Touch-screen, generated new ad-hoc site-specific report, e.g., fly-tipping event

15. Generate new asset, e.g., 'new litter bin sited since last visit'.

16. Routes can be Paused and resumed service – for breaks, leaving route for any reason

SmartSuite **Benefits**
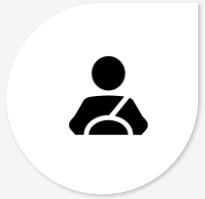
Drivers & Crews (3)

17. Create report against multiple addresses

18. Confirm actions against multiple addresses

19. Receive photographs from CRM/Admin

20. Jobs Management functionality

21. Edit/undo service/non-service status

- Forgotten a report
- Needing to correct a report – mis-heard a loader's message
- Street marked wrongly as serviced when not etc.

SmartSuite **Benefits**
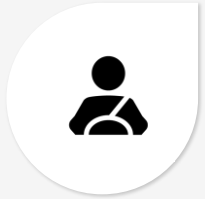
Drivers & Crews (4)

22. Two-way messaging

- Create new direct message to back-office team
- Reply directly to original sender

23. Create asset/report by new location

- Resume route from previously unfinished route
- Route completion % stats viewable

24. On completion of the round, drivers can report any segments not travelled as complete or not completed.

25. On-screen access to user-support.

SmartSuite **Benefits**

**Recycling Officer,
Net Zero/ Climate
Action Plan Team**

1. Identify high and low-participation areas

2. Identify contamination of recycling and residual streams

3. Our solution enables clients to plan and ensure service options with the lowest CO_2 impact are followed, contributing to the authority's Zero Carbon strategy.

4. Public behaviour can be tracked and Waste Education and Enforcement resources better targeted.

SmartSuite **Benefits**

Elected Members

1. SmartSuite integrates work, performance and public complaints increasing service quality, improving communication, and easing the demand for Elected Members to become involved in resolving service problems.

2. Elected Members can keep up to date on service performance and be notified in advance of any service issues in their area via SmartSuite's Integration API which can be accessed via a reporting package such as Microsoft Power BI.

SmartSuite **Benefits**

RouteSmart for ArcGIS and Route Planners

1. SmartSuite links to RouteSmart for ArcGIS, to benefit from powerful route optimisation functionality

2. SmartSuite includes:

   - Upload/download tools for RouteSmart
   - De-coupling day-to-day route editing/management from route optimisation
   - Change only updates of route data
   - Management of crew reports and H&S comments.
   - SmartSuite able to receive and manage routes from any source – bin deliveries, bulky collections etc.
   - links seamlessly with RouteSmart

SmartSuite **Benefits**

IT and Security

1. SmartSuite Data is held in the MS Azure cloud, reducing security risks to the client

2. Locally, customisable, user-permissions through user roles, and login-password controls for drivers and crews

SmartSuite **Benefits**

Trade Waste Officers

1. Full trade waste module available

2. Customer management, contracts and waste transfer notes, invoicing

3. In-cab route mapping and two-way interaction including stop notices

4. Manage routes and sequence

5. Manages dedicated trade routes and co-mingled trade/household waste collections

6. Visibility and performance management of routes

7. Enhanced driver and crew information

SmartSuite **Benefits**

Finance Director/Budget Holders

1. SmartSuite enables expected service 10-15% cost savings to be realised

2. ROI calculator

SmartSuite **Benefits**

The Public

Service Quality - Six Reasonable Public Expectations

1. You know my address, which services I receive and when – and some service history
2. You know if something has/has not happened
3. You know why something has not happened
4. You know what will be done about it & when?
5. You know that I've paid to receive a service, and its status
6. That I can access all these services online 24/7?

1. The authority becomes more:
   - responsive,
   - and it's services more reliable
2. It is acknowledged that the public impression of the authority overall based on their contact with its frontline waste & environmental services. SmartSuite enables the Council to meet six reasonable public expectations.