



# Smart Tablet Apps at Premier Waste



## Empower Drivers, Eliminate Paperwork, Improve Productivity and Operations Visibility!

**P**remier Waste, a young, go-ahead Melbourne waste collection company, started in 2007 and now operating out of Braeside and Broadmeadows to cover anywhere in Melbourne with a fleet of more than 16 front-lift and rear-load vehicles, have recently proven the reliability, effectiveness and productivity of using iPads for paperless run-sheets.

Premier's General Manager Chad Holland was quick to see how innovative tablet computers in trucks could empower drivers on the front line and improve driver communications at a far lower cost than traditional onboard systems.

Premier Waste plugged into the new cloud route scheduling and mobile solutions from Wastedge.com in July 2012 and rapidly rolled out iPads in rugged protection cases to all drivers. The integrated smart mobile apps from Wastedge now give mobile field staff realtime communications for job-list updates or late additions, while at the same time showing dispatchers where drivers have been and where they are up to on a route.

Chad noted that the use of iPads as electronic run sheets has delivered a range of tangible day-to-day benefits, including:

- Significantly reducing paperwork
- Eliminating manual entry of data – reducing time and mistakes
- Real-time availability of operational and service information to all staff

- On-line availability of data from anywhere (only requires an internet connection)
- Full transparency of, and easy access to, transactional data for review and investigation

*"The iPads, while being a low cost consumer grade device, have proved a robust, cheap and very easy way to achieve all this. We have had no issues with the hardware at all, and the software is very simply and easy to use," Chad said.*

### Drivers Adopt an Easy-to-Use System that actually helps in their day-to-day work life!

Brett Crellin, Premier's operations manager said: *"From an operator's perspective, the iPads are very simply to use, with minimal training required, and offer drivers the following benefits:*

- Drivers can see exactly where they need to go on the map
- Simple and easy re-sequencing of work each day can be done by drag and drop with one finger
- Full-time map display of all jobs whenever required allowing zoom in and out
- Detailed notes and messages display"

Drivers confirm jobs with one button or can trigger TXT-on-approach messages and can easily attach photos of any onsite problems such as blocked site access.



Empowered drivers can then either reorder inaccessible sites for later revisit on the way back or re-assign jobs to other drivers in the area.

### Onboard Weighing Integration

Premier Waste has also opted for integrated onboard weighing through a serial cable connection to the tablet devices from their Loadrite systems.

*"We are also able to capture greater strategic benefits out of the system now that we have integrated our vehicle scales to Wastedge. This is a simple process and has allowed us to capture weights for every booking. The Wastedge reporting system then allows us to generate detailed, useful reports that we use to manage and manipulate our pricing to match related weight costs and improve our profits," Chad Holland said.*

The system also provides full reporting details, by run and by day, on all operational statistics and financials.

Chad says **Customer Service** is the crucial difference between Premier Waste and their competitors. They offer flexible, tailored waste management and recycling solutions for customers ranging from high-volume, multi-site waste producers to a small offices or cafés. Premier's focus is on delivering the right solution as efficiently as possible and doing whatever it takes to ensure the best service is provided, on time, 365 days a year.

Terry Daley, CEO of Wastedge.com said *"Modern Cloud based systems ensure professionally hosted web services and mobile applications are available 24x7 without needing technical experts in-house at the extended hours trucks need to operate. Giving drivers useful tools with a simplicity and ease of use that breaks down their resistance to technology has been a key factor in Wastedge.com apps recently winning the Consensus Innovation Award 2013."*

The next step Premier Waste will be taking is to extend their system out to customer self service bookings and information access through customer Premier Waste smart phone apps integrated with their web systems. *"This will extend the hours and ways customers can communicate with us without additional admin effort or overtime costs," he added.*

Reliable drivers and friendly customer service and sales teams provide Premier Waste's consistently excellent service responsiveness, backed by modern business support systems. All customer service and sales staff are empowered to solve problems and instruct drivers directly: no layers or red tape to slow down the service.

Chad said, at the end of the day, it's how the team works together that makes a difference: *"Our whole team clearly understands and supports our overall business strategy of long-term customer retention through excellent service, reasonable prices and long-term relationships. ... And we give them the best equipment to get the job done in the most efficient manner. Their experience, longevity of service and dedication are without peer in the waste industry," he added.*

# Efficient

# Eco-Friendly

# Electric

- ▶ Extra quiet operation
- ▶ Robust, reliable performance
- ▶ Eco-Friendly electric motors for vacuum and drive transmission (forward and reverse)
- ▶ 8 to 16 hours use per charge (depending on use)
- ▶ Large collection capacity - uses a standard 240L MGB (supplied)
- ▶ High performance filtration system for exhaust air
- ▶ Collects fines and large litter items
- ▶ Easy to use – highly manoeuvrable

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