

Implementing the Insight GIS tracking system immediately and dramatically improved the efficiency for our waste management drivers and enabled us to better service the residents in our jurisdiction."

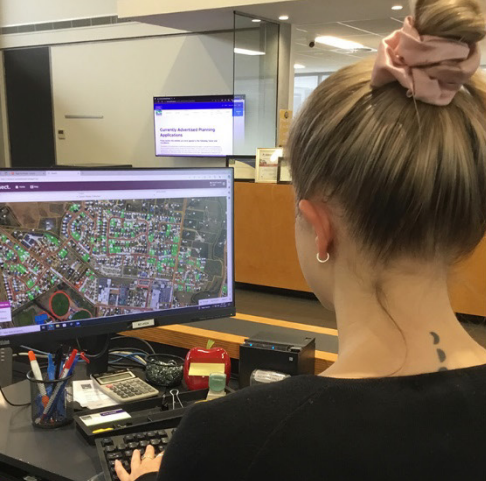
Collection Team, Sorell Council



ONE OF OUR RECENT PROJECTS

SORELL COUNCIL WASTE MANAGEMENT

Sorell Council had successfully collected waste from the properties in their jurisdiction, however, felt that they needed a technical solution to reduce the high burden of the administration associated with the task. So, they engaged Insight GIS and their tracking system.



WHY

Prior to the implementation of the Insight GIS mapping and tracking solution, Sorell Council were:

- Physically mapping out the homes for collection on a map and designing the route for the waste collection drivers.
- Taking queries from residents via phone and contacting the drivers for answers to resident questions.
- As there was no recorded evidence of collection issues, they were required to physically inspect collection points.
- Heavily reliant on the knowledge of particular individuals in Council who were equipped to gather the data and map the routes.

SOLUTION

AUTOMATION:

Insight GIS was a game changer for Sorell Council's waste management function. Where previously, someone in Council worked from an Excel spreadsheet to map out a route for the waste collection drivers, everything is now automated.

The route is automatically converted to geospatial data and the Drivers are each provided with an Ipad detailing their collection points and most optimal route.

ISSUE RESOLUTION:

The relevant parties at council can monitor, in real time, the progress of the collection and are in an informed position to respond to resident phone enquiries relating to their collection. Armed with a preloaded iPad, the collection driver's can add relevant details to their route, and any issues with collection, which can be viewed, enabling an immediate response. Each collection has a photograph and, at a glance, the team can revert to the photo and tell the resident what the issue may have been with their collection. **The process is now seamless and fully automated ie residents ring or use web form and the information is presented to the drivers – it literally requires no intervention by council**

HELPFUL DETAIL:

When making an order for waste collection, the residents are encouraged to give additional instructions to make the collection go more smoothly than prior to the implementation of Insight GIS. This is all available for the driver's along their route.

REPORTING AND DATA COLLECTION:

At the end of the week/month, reporting is now also a breeze. What was once a highly manual and laborious admin task, is now effortless with waste collection reporting data available at the push of a button. Not only is it easier to produce reports, it is far more accurate, via the Insight GIS tracking and reporting system. Furthermore, all of the data, including photos and any anecdotal collection information, is backed up and stored safely in the cloud.

EASE OF USE:

Like any organisational change, there was a concern at the inception of Insight GIS that the waste collection drivers may resist the introduction of the technology. However, the system is user friendly, and so the training was straightforward and they quickly realised the system makes the drivers role much more rewarding. **“Even the longest tenured drivers embraced the technology from day one and enjoy the increase in their productivity and efficiency”**.



SPEAK TO US NOW FOR A NO-OBLIGATION DISCUSSION.

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