G-Cloud 14 Service Definitions

Services Overview

Routeware Digital Depot & In-Cab

Digital Depot is an integrated in-cab and operations management solution for waste management, street cleansing and environmental services. Digital Depot helps streamline processes, automate tasks and manage service more efficiently.

Service Features

- Round and Route Management
- Workflow and Business Process Automation
- Integrated High-Density Waste & Recycling Route Optimisation
- Commercial Waste Management
- Garden Waste Subscriptions
- Bulky Waste Collections
- Assisted Collections
- Missed Bin Complaints
- Street Cleansing and Environmental Services
- In-Cab, Tracking, Telematics and Mobile Data

Service Benefits

- Reduce the cost of administration and operations
- Improve process efficiency
- Reduce the risk of missing service targets
- Cut paperwork and errors
- Improve customer service
- Manage jobs more effectively
- Reduce resident complaints
- Support income generation
- Connect with citizen using digital channels
- Generate accurate management information and feedback

Routeware Route Optimisation

Our market-leading high-density route optimisation software solution for waste and recycling, street cleansing, highway winter maintenance services and school passenger transport, lets municipal service professionals design more efficient and effective collection rounds and services.

Service Features

- High-density route optimisation
- Scenario planning and options assessment
- Round design and planning
- Service redesign
- Hazard definition and risk assessment
- GIS neutral
- Waste management and recycling
- Street cleansing and environmental services
- Highway winter maintenance and gritting

Routeware Route Optimisation (continued)

Service Benefits

- Reduce service delivery costs
- Minimises risk when delivering change
- Distributes work fairly between crews
- Assesses resource requirements for delivering new services
- Understand the cost of achieving service levels
- Reduce vehicle mileage and CO2 emissions
- Digitise service management

Routeware Education & Outreach

Our education & outreach applications are used by citizens on council websites or apps to educate residents on proper recycling process to reduce contamination, inform residents of collection days and issues, promote self-service to reduce call volumes.

Service Features

- Recycling education and outreach
- Online collection calendars
- Recycling education games
- Kerbside waste audit
- Bulky waste collections
- HWRC booking
- Mobile apps
- Voice assistant and search
- Recycling item search

Service Benefits

- Increase recycling rates
- Reduce contamination and wishcycling
- Communicate waste and recycling programme changes
- Communicate service disruption
- Improve customer service
- Reduce time and cost of printed materials
- Reduce resident complaints
- Connect with citizens using digital channels
- Generate accurate management information and feedback
- Increase resident engagement and participation

Routeware Elements

Routeware Elements is an integrated waste management software solution that provides customer service and account management, route management, invoicing and payments, inventory management, driver app, operations, and reporting.

Service Features

- Residential and commercial waste management
- Skips and portable sanitation management
- Route management
- Scheduling and dispatch
- Driver app
- Customer service and account management
- Invoicing and payments
- Inventory management
- Route optimisation
- Reporting

Service Benefits

- Reduce the cost of administration and operations
- Improve process efficiency
- Reduce the risk of missing service targets
- Cut paperwork and errors
- Improve customer service
- Manage jobs more effectively
- Reduce resident complaints
- Empower citizen self-service using digital channels

Additional Service Information

Implementation

Our implementation plans vary by service, and customer need, particularly regarding data preparation and integrations. Our customers will be assigned an experienced project manager, who will agree a suitable plan for each implementation and ensure every project remains on schedule.

Customer Support

Standard software support and maintenance is offered at no additional cost to the subscription fee. Where users require additional configuration or training on the use of the software then we offer this as a chargeable service.

Technical support issues logged through our standard support email or standard support telephone number will receive a response within 1 working day. Where possible a solution will be provided with the response. Where this is not possible, we will liaise with you to diagnose and resolve the fault.

Onboarding and offboarding

Our onboarding process begins with a project initiation meeting, which includes defining how the system needs to be configured to support the customer. At this point, we will also arrange the necessary training programme for all users of the system.

If a customer indicates they wish to stop using our software, we will agree with them the process for extracting and providing any required service data. Our standard support fees will apply and any third-party charges we incur would also be charged to the customer.

At the end of a contract, following any agreed data extraction and provision we would then decommission the service and delete from our systems. Our standard support fees will apply and any third-party charges we incur would also be charged to the customer.

Social Value

Our solutions and services are contributing to helping fight climate change. By far our most significant contribution to environmental sustainability is through the development of our software. Our technology supports substantial improvements in the environmental performance of our clients through significant reductions in environmental service vehicle numbers and miles travelled. The optimisation of routes leads to a reduction in mileage and fuel emissions, helping to reduce the council's carbon footprint and pollution in their communities.

Standards and certifications

We are pleased to hold the following certifications:

- ISO/IEC 27001

- Cyber Essentials

- Cyber Essentials Plus

Pricing and Invoicing

For details on pricing and invoicing please see our G-Cloud 14 Pricing Document.

Contact Information

Email: ukmarketing@routeware.com

Website: www.routeware.co.uk