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G-Cloud15 Access Weighsoft Waste Management Service Definition

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1 Service Overview

Weighsoft5 is a browser, cloud-based Waste & Resources Management package. It is modular and the customer selects the modules that they require. It has modules for Skips, Materials (Tippers and Aggregates), Trade Waste, Weighbridge, Ready Mixed Concrete and Hazardous. All the modules link with each other and allow the package to fit customers large and small.

The modules allow a customer database to be built of customers and sites and this in turn will link with a number of regularly used accounts packages. The system has its own billing and invoicing engine and is particularly aimed at making the user paper free as all invoices, associated paperwork etc can be emailed as on PDF document.

Almost all products have their own android apps which update to the main system every 30 seconds. They offer comprehensive vehicle checks, live work status including Navigation to sites. Photographs, signatures, offline functionality and analysis data also can automatically be returned to the system.

Access Weighsoft Suite – Your baseline solution to manage your business

Access Weighsoft Suite delivers a connected software experience for the waste and resources sector powered by the Access Evo platform.

Single Integrated Experience One secure sign-on provides access to all your business applications—operations, finance, HR, and payroll—with data flowing seamlessly between systems, eliminating manual re-entry and disconnected processes.

Analytics Across Your Business Unified reporting and customisable dashboards draw insights from across your entire operation, enabling data-driven decisions with a single source of truth.

AI-Powered Assistance Copilot, your built-in digital assistant, answers operational queries instantly, while intelligent Feed notifications prioritise the tasks that need your attention.

Industry Modules – Select the compliance-focussed module(s) that match your operation. Most customers use multiple modules as their business grows.

Skips Module

Take control of your skip hire operations from booking to delivery.

Smart Pricing, Zero Guesswork Set prices by customer, area, zone or postcode—every booking automatically pulls the right rate. No more manual lookups or pricing errors.

Effortless Booking Management Handle one-off hires or complex recurring schedules with ease. Accept card payments on the spot and keep cash flow moving.

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See Exactly Where You're Going Integrated maps and Street View let you check access, plan routes, and avoid surprises before the lorry leaves the yard.
Schedule Your Way Five flexible scheduling views—same data, different perspectives. Drag, drop, and dispatch. Find what works for your team.

Materials

Manage your tippers, materials, and muck away jobs—all in one place.
Your Fleet, Your Way Whether you own your tippers or work with subcontractors, track every vehicle and job from a single screen. Collections, deliveries, muck away—handled.
Flexible Scheduling Use a dedicated materials view or share scheduling screens across your operation. Fit the system to how you actually work, not the other way around.
Weighbridge Integration That Just Works When a vehicle crosses your connected weighbridge, the captured weight fires straight to the driver's PDA. No waiting, no phone calls, no paperwork—they're already moving.

Trade Waste

Streamline your industrial bin operations from contract to collection.
Any Schedule, Any Customer Set up emptying plans however your customers need them—weekly, fortnightly, or something more complex. The system keeps track so you don't have to.
Duty of Care, Sorted Generate annual Duty of Care notes and send them straight to customers for DocuSign. Compliant paperwork without the admin headache.
Real-Time Job Updates Your crews use a dedicated app that updates the system the moment each job completes. No end-of-day paperwork, no guesswork—just live data.
Exceptions Flagged Instantly Extra waste? Damaged bin? Contamination? The system automatically alerts your office or notifies the customer directly. Problems surface fast, not at invoice time.

Weighbridge

Capture weights and keep moving.
Seamless Integration Your weighbridge talks directly to the system. Whether it's your own fleet or third-party visitors, weights are captured and saved in seconds—no re-keying, no delays.
Every Load Logged Build a complete weight history across all traffic. Accurate data for invoicing, compliance, and operational insight without the paperwork bottleneck.

Hazardous Waste

Trusted by some of the UK's leading hazardous waste operators.

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Everything in One Place EA waste codes, UN codes, risk phrases—all built in. Quote accurately, generate compliant paperwork, and eliminate manual lookups.
End-to-End Workflow Move logically from quotation through testing (including in-house chemist sign-off), to vehicle scheduling and stock intake. One connected process, fully auditable.
Mass Quoting Made Simple Handle high volumes without the admin burden. Generate multiple quotes quickly with confidence that every code and classification is correct.

Ready Mixed Concrete
Purpose-built for volumetric operators.
Quote, Mix, Deliver Handle scheduling, pricing, and mix calculations from a single screen. Every job spec'd correctly before the truck leaves.
Driver App Included A dedicated Android app keeps drivers connected. Live job details, delivery confirmation, and no paperwork to chase.
Batching Plant Integration Link directly to your batching plant and get real-time dispatch data. Know exactly what's gone out, when.

Invoicing & Financials
Connect your operations to your accounts—seamlessly.
API-First Integration Link Weighsoft to your accounts package through modern API connections. Invoice data flows through in the correct nominal codes, automatically and accurately.
Works With Leading Platforms Our API integrations connect with major finance systems, keeping your operational and financial data in sync without manual exports or imports.
Two-Way Data Flow Push invoices out, pull customer records in. Monitor credit limits in real time and keep accounts aligned with operations—no double-entry, no reconciliation headaches.

Compliance, Digital Waste Tracking & Reporting
Weighsoft is fully Digital Waste Tracking compliant, so you don't have to worry about regulatory deadlines. Our platform captures and reports waste movements electronically at every stage, leaving you free to focus on running the business.
When it comes to reporting, you're covered from day one. A comprehensive library of standard reports handles governmental requirements out of the box—no scrambling when deadlines hit. Need something bespoke? Two built-in report generators let you create and export unlimited custom reports, slicing your data however your business demands.

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2 Onboarding

We aim to provide you with an excellent experience in getting you up and running with Weighsoft. Our Implementation Packages range from small site implementations using our rapid onboarding to more complex onboarding for larger operations. Whichever route works for you, we work together to understand your business and make sure your implementation packages meets your needs.

Onboarding by Access

Our onboarding has been designed to be remote-first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face to face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product e- learning, so your users can learn our products at their own pace.

Our remote-first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first implementation methodology, including training in effectively delivering remote customer projects.

Each implementation programme from Access follows a well - defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We'll be using these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the onboarding methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

Clear roles and responsibilities

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, to successfully launch your chosen software to your end-users in a timely and efficient manner.

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Your onward journey

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team.

The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution.

Full details of the onboarding will be discussed as part of the implementation roadmap.

3 Additional Service Options

On top of the services included within the standard packages, the table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

System Set Up and Training

Weighsoft5 will be installed remotely on our servers. Where applicable the Account Customer information will be pulled across from the clients' accounts package.

A 'Super User or Users' will engage with the project manager to set the system up. The super user's will be training across the full spectrum of the System.

Weighsoft User Training

Members of staff will be trained in each department of the operation. Each dedicated member of staff will 'sign off' confirming training was given and understood. If the customer is utilising the Weighsoft Go mobile ticketing application training will be carried out with the drivers.

Parallel Running

When the staff training has reached the required level, the Project will move into the Parallel Running phase.

An element of work will be duplicated onto Weighsoft and selected drivers will receive their work on the tablet. Jobs will be completed in the normal way and on the Weighsoft Solution and the two cross referenced to ensure no issues or scenario's have occurred. Amendments can be made to Weighsoft 5 if required. Parallel running should continue until both client and Project Manager are confident that 'Go Live' can be implemented.

Go Live Assistance

The Project Manager will be on site the day before Go Live to ensure all is ready and will also be in attendance during the Go Live day. This will also be the case on the first Invoice Run.

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Post Go Live
The Project Manager will remain the first point of contact after Go Live until both parties are settled into the system, at this point the support will be handed over to the Weighsoft Support Team.

FlexPoints
Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve.

Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of Flexpoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in our Support and Customer Success functions.

Support Commitment
We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 2 main support plans as detailed below.

The Standard Plan
Get answers faster
As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

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The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Customer Success Plans

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality

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and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specializing in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Outage and Maintenance Management

Outage Reporting - Customers can subscribe to email alerts giving updates on scheduled maintenance and outages. We also provide all our customers with a live dashboard so you can also review uptime statistics.

Maintenance Management – downtime due to maintenance is very infrequent and is run outside of normal working hours with all customers being informed in advance to minimise disruption.

7 Backup and Disaster Recovery

The solution has been designed to cater for disasters ranging from a database restore through to a complete datacentre outage.

All backups are stored on disk and are retained for a period of 12 Months, financial data is kept for 7 years.

Backups are stored within a multi tenancy data vault and are encrypted at rest. The design of the architecture means that all data is simultaneously available in both the primary datacentre and the secondary datacentre meaning data is always backed up to another geographically diverse site.

All Servers are backed up on a daily basis at 10pm. These backups go directly to storage in the DR Datacentre to ensure off-site availability.

Retention for backups:-

15-min SQL	28 days
Daily	28 days
Weekly	3 months

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Monthly	1 year for non-financial data /7 years for financial data

The solution has been designed to deliver Recovery Point Objective (RPO) and Recovery Time Objective (RTO) using the following definitions:

- RPO is the maximum time period in which data might be lost.
- RTO is the duration of working time within which data should be restored after a disaster. This time starts from when a support call is logged with Access.

On-premise Data Back-up
Customers retain full responsibility for backing up and managing data held in on-premise data warehouses. The Access Group does not provide back-up or management services for on-premise data storage.

Standard Restore Testing
We undertake a restore test automatically on a weekly basis.

DR Testing
We run a full DR test on a 6 monthly basis, this is a non-invasive test where we bring the DR site up in an isolated fashion to ensure the services recover (Zerto allows us to do this without bringing the production environments down).

SQL Server
SQL Server Full Database backups are taken overnight as well as having SQL transaction logs taken at 15 minute intervals. This allows a database to be restored to an overnight position or to be restored to a chosen point in time within the day.

Frequently a database is restored following a user accidentally changing lots of data so the RPO does not always apply as the user may have changed the data several days ago, however the solution has been designed with a maximum RPO of 12 hours and a RTO of 6 hours.

Single Virtual Machine Failure – IIS or RDS Server
In the unlikely event of a single virtual machine (VM) failing (e.g. the IIS VM ceases to respond but the other VMs are still functioning correctly) then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed so that the files on an IIS and RDS server are fairly static with an RPO of 12 hours and a RTO of 6 Hours.

Single Virtual Machine Failure – SQL Server
In the unlikely event of the SQL Server virtual machine (VM) failing then a new instance of the VM will be started. This new instance will be an exact copy of the VM from when it stopped responding. The solution has been designed with an RPO of 12 hours and a RTO of 6 Hours.

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Complete Primary Datacentre Outage
In the unlikely event that the primary datacentre goes completely dark where all VMs are lost or there is no internet connectivity an investigation period will be undertaken for 2 hours to determine the cause and decide if a datacentre promotion is required to make the secondary datacentre the primary one. Once this decision has been made the solution has been designed with an RPO of 12 hours and a RTO of 12 Hours 'Optional' Customer Copies of Backups.

8 Business Continuity

The Access Group's full and most up to date business continuity plan requested by emailing buyer.enablement@theaccessgroup.com

9 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

10 Development Life Cycle

As one of our core products Access Expense has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

11 Technical Requirements

Weighsoft runs on any computer and most mobile devices with a browser and Internet connectivity.

Web Browsers
On most modern browsers including Edge, Firefox, Safari, Google chrome
Mobile Devices
Android

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12 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.

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