

# Whitespace Municipal

Whitespace Municipal is the operational platform councils and contractors rely on to deliver waste and recycling services every day. Designed around the realities of frontline service delivery, it provides a single system for managing daily collections, exceptions, assets and resident interactions giving crews, managers and customer teams one clear, accurate view of what's happening on the ground. Rather than stitching together multiple tools, Whitespace Municipal replaces fragmentation with a reliable operational backbone that keeps essential services running with ease and confidence.

## HOW IT WORKS

**One system, one source of truth** - Whitespace Municipal brings together routes, rounds, crews, assets, service requests and exceptions into one operational system that teams can rely on daily. Everyone works from the same information, reducing duplication, confusion and administrative overhead.

**Designed for daily service delivery** - Scheduled collections and ad-hoc work are planned, allocated and managed within the same system. Crews receive their work directly on in-cab devices, while managers and customer teams have real-time visibility of progress and issues as they arise.

**Operational visibility, not just data** - As work is completed, updates flow back into the system giving back office teams clear insight into missed bins, assisted collections, complaints and service exceptions. This allows issues to be identified early and resolved quickly.

**Reporting that supports better decisions** - Built-in reporting provides a clear picture of service performance, helping councils understand patterns, pressure points and opportunities for improvement without manual reporting or spreadsheets.

## FEATURES

- Integrates into your CRM, website and LLPG
- Real-time communication between all your teams
- Automatically sends round sheets to the in-cab devices
- Send ad-hoc requests to teams in the field instantly
- Record missing collections and complaints from residents
- Assisted collection notifications automatically appear on in-cab devices
- Manage all your bin stock
- Automatic route optimisation

## BENEFITS

Improved Customer Service

Reduces paperwork

Reduces fuel costs

Automates admin tasks

Collates information

Enhanced Reporting

# Whitespace Environmental

Whitespace Environmental is the operational system councils and contractors use to manage day-to-day environmental services from street cleansing and public bins to fly-tipping, graffiti and grounds maintenance. Built for frontline delivery, it provides one clear, reliable way to plan work, manage exceptions and capture evidence, giving teams visibility and control across environmental services without adding complexity. Rather than relying on paper, disconnected systems or manual updates, Whitespace Environmental brings everything into a single operational view that supports consistent, responsive service delivery.

## HOW IT WORKS

**One operational view for environmental services** - Whitespace Environmental brings together environmental tasks, locations, assets and service requests into one system. Managers, customer teams and crews all work from the same information, reducing duplication and improving coordination.

**Designed for daily service delivery** - Scheduled work and ad-hoc tasks are planned and allocated within the platform. Crews receive jobs directly on in-cab devices and can update progress as they work, keeping everyone aligned throughout the day.

**Clear visibility and evidence from the field** - As work is completed, teams capture updates, photos and videos directly in the system. This creates a clear audit trail for customer enquiries, enforcement and performance reviews – without additional admin.

**Insight that supports better environmental management** - Built-in reporting helps councils understand workload patterns, hotspot areas and service pressures, supporting better resource planning and more informed environmental decisions.

## FEATURES

- Integrates into your CRM, website and LLPG.
- Map data of the local area like land ownership and facilities
- Real-time communication between all your teams
- What3Words Integration
- Jobs automatically scheduled and sent at the start of the day.
- Instantly update jobs and send ad hoc requests to teams.
- Save photos and videos as evidence of work completed.
- Automatic route optimisation.

## BENEFITS

- Improved Customer Service
- Reduces paperwork
- Reduces fuel costs
- Automates admin tasks
- Collates information
- Reporting opportunities

# Whitespace Commercial

Whitespace Commercial is an operational system designed to support councils and waste contractors in managing commercial waste services from end to end. It brings together prospect management, contracts, service delivery and billing into a single platform helping teams stay in control of commercial collections while reducing administrative burden and improving visibility across operations. Built around day-to-day service delivery, Whitespace Commercial supports consistent, reliable commercial waste services alongside residential operations.

## HOW IT WORKS

**Prospect management and quotation** - Enables teams to capture prospect details and manage the quotation process within the system, providing a clear starting point for new commercial relationships.

**Contract generation and management** - Once a quote is accepted, contracts are generated and managed within the platform, supporting a smooth transition from prospect to active customer and reducing manual handovers.

**Operational service delivery** - Commercial waste services are managed within the same operational system used by crews and managers.

**Finance alignment** - Connects with finance systems to support accurate invoicing and renewal management, reducing double keying and administrative overhead.

**Real-time operational visibility** - Crews receive their scheduled work on in-cab devices and update progress as collections are completed. This information is reflected in real time, giving customer service teams and account managers clear visibility of service delivery.

**Reporting and insight** - Built-in auditing and reporting tools provide insight into commercial operations, supporting financial oversight, performance review and identification of growth opportunities. Commercial services can be surfaced through portal integrations via the commercial API, supporting customer access where required.

## FEATURES

- Create, view and edit existing customer contracts
- Generate duty of care documents and renewals
- Real-time communication between all your teams
- Send chargeable ad hoc requests to teams in the field instantly
- Calculate invoices over any time period
- Extensive discount capabilities
- Integration with finance systems
- Capture quotes via Whitespace Mobile on site
- Automatic route optimisation

## BENEFITS

Improved Customer Service

Reduces paperwork

Reduces fuel costs

Automates admin tasks

Collates information

Reporting opportunities

# Whitespace Mobile In-Cab

Whitespace Mobile In-Cab is the frontline interface of the Whitespace operational platform, designed to support crews as they deliver essential services on the ground. Built for real-world conditions, it connects field teams directly to the back office through in-cab devices, enabling work to be completed, updated and evidenced as it happens. This ensures everyone is working from the same, up-to-date information and that service delivery remains clear, consistent and reliable throughout the day. Rather than adding complexity, Whitespace Mobile In-Cab simplifies how crews receive work, report issues and capture evidence, helping services run smoothly under daily operational pressure.

## HOW IT WORKS

**Job management in the flow of work** - Daily jobs can be prepared in advance or created directly in the field. As crews update job status, amend information or upload photos, those updates are reflected instantly in the operational system, giving managers and customer teams real-time visibility of service delivery.

**Connected to the wider operation** - Works as part of the wider Whitespace platform and can connect with CRM systems via open APIs where required. This ensures information captured in the field feeds back into the single operational view.

**Clear audit trail and accountability** - Every action is recorded with time, date and location data, alongside photos and signatures where required. This creates a reliable audit trail for customer enquiries, compliance and performance review.

**Flexible digital forms** - Customisable digital forms allow councils and contractors to replace paper processes with workflows that reflect how services are actually delivered. This supports consistent data capture while reducing manual admin for crews and back-office teams.

## FEATURES

- Real-time communication between all teams
- Jobs automatically scheduled and sent at the start of the day
- Instantly update jobs and send ad hoc requests to teams
- Capture evidence of completed work with photos and videos
- Automatically time / date stamps evidence, and saves location
- Offline databases support form pre-population and data lookups without mobile connectivity
- Enables instant reporting of contaminations and bins not out

## BENEFITS

Improved customer service

Reduces paperwork

Reduces fuel costs

Automates admin tasks

Collates information

Reporting opportunities

# Whitespace Crew In-Cab

Whitespace Crew is an in-cab mobile app that enables operational crews and supervisors to receive, complete, and evidence both scheduled and reactive work with a full audit trail (GPS, time/date, photos, signatures) and navigation to job locations.

## HOW IT WORKS

**Job Management in Real-Time** - Whitespace Crew allows crews to access and complete scheduled, ad-hoc, or reactive jobs via in-cab devices. Jobs are displayed in a list or map view, with key information such as property count, assisted collections, hazards, and due dates. Crews can easily navigate between jobs, report issues, and mark work as complete.

**Audit Trail & Evidence Capture** - The app captures GPS, time/date stamps, photos, and signatures along with builtin device-tracking to create a full audit trail. Crews can raise exceptions like contamination or blocked access, supported with photographic evidence.

**Mandatory Checks and Configurable Tasks** - Before accessing jobs, crews may need to complete mandatory vehicle or HSE checks as well as any start-of-shift compliance messaging. All checks, job types, and required confirmations (including assisted collections) can be tailored or built from the ground up by the council.

**Crew Communication and Alerts** - Notifications for street level hazards (e.g. road closures) or new job notifications are clearly displayed without interrupting user focus. Audio features give the ability to read out hazards to minimise distraction while driving.

**User-Friendly and Secure Interface** - Developed for use in cab or handheld, the app has been designed with real device users and provides large buttons, detailed property notifications and one-touch exception reporting.

## FEATURES

- Complete-by-exception workflow
- Real-time work allocation and monitoring of crew progress
- Evidence capture (photos/signatures/notes)
- GPS and time/date audit trail (and optional tracking)
- Map and list views with built-in navigation
- Configurable alerts & hazards (incl. read-out option)
- Mandatory start-of-shift compliance checks
- Clear job details and hazard alerts.
- "Don't Walk By" reporting for issues observed while on route

## BENEFITS

**Better communications**

**Better audit trail**

**Improved service quality**

**Real-time responsiveness**

**More compliant operation**

**Stronger insight**

# Whitespace Analytics

Whitespace Analytics provides operational insight that helps councils and contractors understand how waste and environmental services are performing day to day. Rather than acting as a standalone reporting tool, it forms part of the wider Whitespace operational platform turning data captured in the field into clear, practical insight that supports better service delivery, resource planning and decision-making. Built around operational reality, Whitespace Analytics helps teams move from reacting to issues to understanding patterns, pressures and opportunities across their services.

## HOW IT WORKS

### Data captured where the work happens -

Information is captured directly by crews as part of normal service delivery. Field teams record issues such as fly tipping, graffiti and overflowing bins using mobile devices, alongside location, time, photos and supporting detail.

**A single, clear operational view** - Whitespace Analytics consolidates this operational data into one place, presenting it in a way that's easy to understand and interrogate. Customisable views and filters allow teams to focus on specific services, locations or issues without manual reporting.

**Visual insight that supports action** - Graphs, dashboards and heat maps highlight trends, hotspots and recurring issues, helping managers and supervisors quickly identify where attention is needed and where services can be improved.

**Decision support for service improvement** - By connecting performance data back to day-to-day operations, Whitespace Analytics supports informed decisions around resource allocation, service changes and ongoing improvement – without adding administrative burden.

## FEATURES

- Interactive access to your waste and environmental data
  - Monitor performance against KPIs
  - Visualise your data with state-of-the-art graphics
  - Access, analyse and capture data from mobile devices
  - Consolidate data for all aspects of your waste collection operations
- Dashboards and visual aid

## BENEFITS

Monitor performance

Make informed decisions

Reduces paperwork

Automates admin tasks

Collates information

Work more efficiently

# Whitespace Resident Portal

The Whitespace Resident Portal provides a clear, simple way for residents to manage waste services while helping councils reduce pressure on customer service teams and maintain confidence in day-to-day service delivery. Sitting as part of the wider Whitespace operational platform, the portal connects residents directly to accurate, real-time service information. This ensures residents receive consistent updates, and councils benefit from fewer enquiries, better reporting and smoother service coordination. Rather than operating in isolation, the Resident Portal feeds directly into council operations, supporting reliable service delivery and clearer communication.

## HOW IT WORKS

**Accessible, always up to date** - Hosted on the council's website, the Resident Portal allows residents to access waste services and information at any time. This provides a consistent, self-service route for routine queries without increasing demand on customer services.

**Clear visibility of collections** - Residents can view their collection schedules and see the status of collections as they happen. Live updates reflect what crews are doing on the ground, helping manage expectations and reduce unnecessary follow-up calls.

**Simple issue reporting** - Missed bins and service issues can be reported directly through the portal, ensuring information flows straight into council systems. This reduces manual handling and gives customer service teams clearer context.

**Ad hoc services and payments** - Residents can request specialist waste services such as bulky, garden or clinical collections through the portal. Where enabled, online payment options streamline.

**Feedback that feeds into operations** - Residents can provide feedback and report environmental issues such as fly-tipping.

## FEATURES

- Residents can check when the next waste collections are due and what waste can go into each bin
- Residents can book and pay for ad hoc services online like garden waste
- Residents can report issues like potholes directly to the council
- Residents can send feedback directly to the council, helping improve engagement
- Information can be fed directly into the Council's CRM system
- The portal can be customised to reflect the council's branding

## BENEFITS

**Fewer customer queries**

**Reduces missed bin rates**

**Accurate reporting**

**Automates raising tasks**

**Integrates other services**

**Instant information**

# Whitespace Tracking

Whitespace Tracking provides councils and contractors with clear operational visibility over mobile activity - helping teams understand where resources are, how services are progressing and where support may be needed. As part of the wider Whitespace operational platform, Tracking supports service assurance and planning rather than oversight for its own sake. It helps managers make informed decisions, respond to issues and maintain confidence that services are being delivered as expected. Designed with privacy and practicality in mind, Whitespace Tracking focuses on supporting efficient, well-coordinated operations.

## HOW IT WORKS

### Operational visibility during service delivery -

Whitespace Tracking is installed on council-issued mobile devices and monitors activity during working hours. This provides a clear picture of movements, stops and progress, helping managers understand how services are operating across the day.

**Clear, usable insight** - Activity data is presented through a simple dashboard that allows teams to visualise performance and patterns at a glance. This supports day-to-day operational awareness as well as longer-term service review.

### Triggers that support timely action -

Notifications and alerts can be configured around specific events, such as entering or exiting defined areas or prolonged stops. These triggers help teams respond quickly where attention is needed, without manual monitoring.

**Reporting that informs decisions** - Operational data can be exported in a range of formats to support reporting, performance evaluation and service planning. This ensures insight can be shared easily across teams and used to support continuous service improvement.

## FEATURES

- Monitor your devices' performance against KPIs
- Set notifications to trigger specific activities
- Build and schedule custom reports
- Tracking history can be viewed up to a year
- Set working hours schedule to respect privacy of teams
- Separate devices into groups or teams
- Ability to integrate into Whitespace to display live location information

## BENEFITS

**Efficient working practices**

**Set notifications**

**Monitor performance**

**Make informed decisions**

**Collates information**

# Additional Modules



## CAMERA & TRACKING INTEGRATION

Our solution supports the viewing of camera feeds to provide evidence of bins not presented or overfull with side-waste, as well as identification of vehicle proximity to incident reports. This functionality has been developed to enable you to integrate into a wide range of camera providers including Contel, Vision Techniques and Fleetclear, rather than being restricted to one supplier. The benefits of this will allow the Council to instantly view footage directly from Whitespace, this will be ideal for identifying and backing up the crews when they have reported 'Bin not presented'.



## VEHICLE TRACKING

Location data from vehicle telematics/ tracking systems, Contel, Vision Techniques, Michelin, Fleetclear or Whitespace's own tracking solution are being integrated with the round progress map page to show current vehicle locations and historic movements.



## BIN WEIGHING CONNECTOR

Whitespace offers a bin weighing connector designed for seamless integration with industry-standard bin weighing solutions, including systems from Terberg and Moba. This integration also enables RFID numbers to be recorded against individual properties or sites within Whitespace. Alongside this, corresponding weight and RFID data is captured when bins are serviced.

Weight data is imported directly from the bin weighing provider into the Bin Weights table within Whitespace. From there, it can be exported to Whitespace Analytics or integrated with external business intelligence platforms such as Microsoft Power BI, enabling in-depth reporting and analysis.

Each physical bin in Whitespace can be associated with a unique RFID. This allows users to:

- Identify the exact type and identity of the bin lifted.
- Confirm the weight of waste collected in each receptacle, provided it is paired with an active RFID tag.

# Additional Modules

## BI GATEWAY

Whitespace provide a 'BI Gateway' which allows you to create a secure connection between your chosen BI reporting solution, such as Power BI, and access both live and static Whitespace data. Key features are as follows:

- **Live Access to Operational Data:** Councils can now tap into operational data in real-time, ensuring they stay ahead of the curve.
- **Data Profiles for Simplified Insights:** Our BI Gateway offers access to tables and exclusive 'Data Profiles.' These pre-built data feeds seamlessly merge multiple Whitespace database tables, providing user-friendly sets of fields for enhanced insights.
- **Seamless Connectivity:** Access is simple through a set of endpoint connections, fortified with credentials. Power BI, Excel, and other applications can effortlessly connect, putting the power of Whitespace data in your hands.
- **Dynamic Data Updates:** Stay in the know with both live and static operational reference fields. Our tables are meticulously tagged as "Live" or "Daily Update," ensuring you have the latest information at your fingertips.

## BI APPLIANCE

In addition, Whitespace offers a BI Appliance that provides councils with pre-built dashboards and a hosted data warehouse, making it an ideal solution for authorities with limited in-house BI expertise or resources. This appliance allows users to access and analyse key operational data without the need for complex setup or configuration.

The BI Appliance supports both live and historical data modes, enabling real-time monitoring of current operations while also providing access to past performance records. Data is fully exportable, making it easy to generate reports for audits, internal reviews, or service performance tracking.

Example pre-built reports available through the BI Appliance include:

- Worksheets by Due Date
- Worksheets Completed by Date and Worksheet Type
- Assisted Collection Export and Summary
- Exceptions Report (including repeated exceptions within a time period)
- Missed Collections (with filters for assisted vs. non-assisted)
- Repeat Missed Collections (by address and service type)
- Hotspot Reports for all worksheet types (including mapping overlays)



# Additional Modules



## ROUTE OPTIMISATION CONNECTOR

Whitespace provides a Connector which facilitates the import and export of Routes with Route Optimisation solutions such as ISL RouteSmart, Routeware and others.

The Connector enables the Whitespace system to generate a formatted csv file of the chosen collection service(s). This can then instantly be uploaded into the third-party system. Whitespace's routing import function can then upload the optimised route for sending out to the in-cab devices. If required Whitespace can provide an S3 Bucket site to automate the transfer of files between the 3rd party and Whitespace.

The Whitespace system includes safeguards and quality checks to ensure data integrity is maintained, with separate migration channels for each individual service to help verify the data.



## BIN SENSOR INTEGRATION

Whitespace have successfully integrated smart bin sensors from Reen. This solution allows for Jobs to be raised in Whitespace when the litter bin level in the Council's bins reach the configured full parameter. The Job is then assigned to the appropriate resource in the field to empty the receptacle.

### Example – Derby City Council

We have worked with Derby City Council to integrate into their litter bin sensors, achieving a more efficient way of collecting. Prior to the integration, the litter bins were collected on a schedule, meaning a rural bin may be visited once a week and not require emptying, or may be emptied when it's not completely full. By implementing the bin sensor integration, Whitespace is notified when the bin is at a certain capacity and an ad-hoc job is created and automatically sent to a crew to empty. This prevents rural bins being visited unnecessarily which provides extra resource and reduces wasted drive time, saving fuel and improving carbon emissions. In the first 6 months, Derby reported a 56% reduction in bin collections in rural area's compared to their scheduled rounds, allowing them to re-deploy this resource elsewhere.

# Additional Modules

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## COMMERCIAL API

This feature allows for seamless integration with customer portals, facilitating customer requests. It enables efficient data exchange and communication between different systems, ensuring that customer inquiries and requests are promptly addressed and managed within Whitespace.



## REMOTE MANAGED SERVICES

Running frontline services is complex, and admin shouldn't slow you down. Whitespace RMS provides scalable, expert system administration so your teams can stay focused on frontline delivery, transformation, and compliance while we reduce day-to-day burden and keep your systems optimised and ready for change.

It matters because it frees staff for higher-value work, reduces key-person dependency through continuity, and helps you stay resilient during restructures, new contracts, and system changes. Our remote Professional Services team handles core admin, scheduled updates, proactive monitoring, integration upkeep, troubleshooting/configuration, renewals management, first-line triage, monthly reviews, upgrade readiness support, and a coordinated data load, with optional extra support for bulk imports, new services, route balancing, strategic planning, and contract onboarding.



## DATA LOADING TOOL

Whitespace provides a facility to customers to manage their own data in bulk. The limit of one hundred records is also being assessed provided an import of more records than this does not impact other front-end users of the system at the same time.

# Additional Modules



## WORKFORCE MANAGEMENT

Whitespace Workforce is a configurable workforce and resource management solution designed to help organisations plan, manage and optimise operational teams in the field. It provides real-time visibility of workforce availability, skills and capacity, enabling efficient allocation of work and improved service delivery.

The product supports workforce scheduling, skills-based assignment, capacity planning and operational reporting. It integrates with routing and operational systems to ensure the right people are deployed at the right time, while supporting changing demand, contractual requirements and service levels.

Workforce is suitable for organisations managing mobile or operational teams who require accurate, auditable and scalable control over workforce utilisation.

## WHITESPACE ROUTING SERVICE

Routing is a dynamic routing service that provides real-time route optimisation for rounds and collections of map-based points. It is designed to integrate with products across the Whitespace product suite, enabling optimised routing decisions based on live operational data.

The service supports continuous re-optimisation of routes in response to changing conditions, helping organisations improve efficiency, reduce travel time and support reliable service delivery. Routing can be consumed as a standalone service or embedded within wider workforce and operational workflows.

# Implementation

Our municipal and environmental implementations are typically undertaken in a 14-week timeframe per project from kick-off to go live plus 4 weeks of 'hyper care'. Our commercial implementations are typically undertaken in a 16-week timeframe plus 4 weeks 'hyper care.'

The dedicated resource available during implementation includes:

## PROJECT MANAGER

The implementation team is led by Clare Sutton, who will allocate a dedicated project manager on contract award. They will be the main point of contact throughout the implementation phase.

## IMPLEMENTATION CONSULTANT

A consultant is allocated to each project to supplement the project manager, providing resilience and support where required focusing on tasks required to deliver a successful implementation.

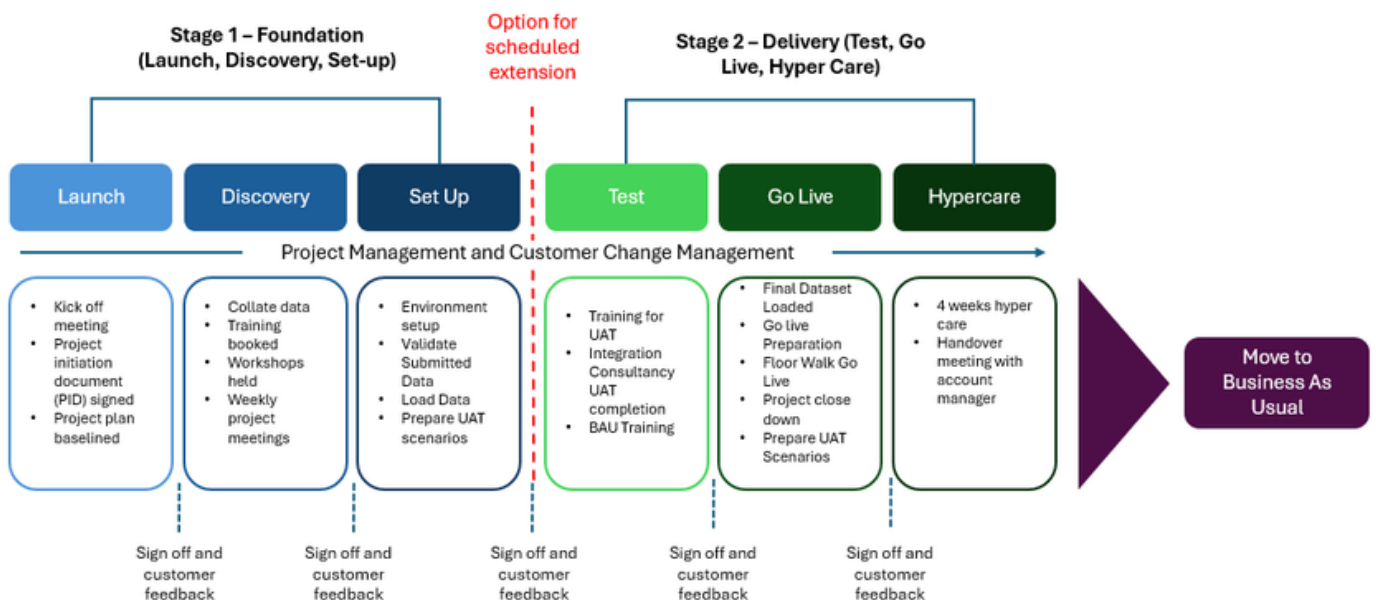
## SYSOPS

This includes a dedicated resource (ETL Engineer) who undertakes the database duties, including loading the data and ongoing support

## GO LIVE

On go-live day a member of our team to walk the floor at each depot to support staff. In the background other key members of the team, such as Sysops are supporting on this crucial day.

Our implementation utilise standard project methodology including project management principles, ownership, continual improvement and standardisation. to assist with this project managers will use standard templates for Project Initiation Documentation (PID), kick off presentations, client sign offs, training and data loads. Our methodology includes the following phases:



# Ongoing Support

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## HELPDESK

Whitespace Service support hours are Monday to Friday between 07:30 and 17:30 UK time, excluding national holidays.

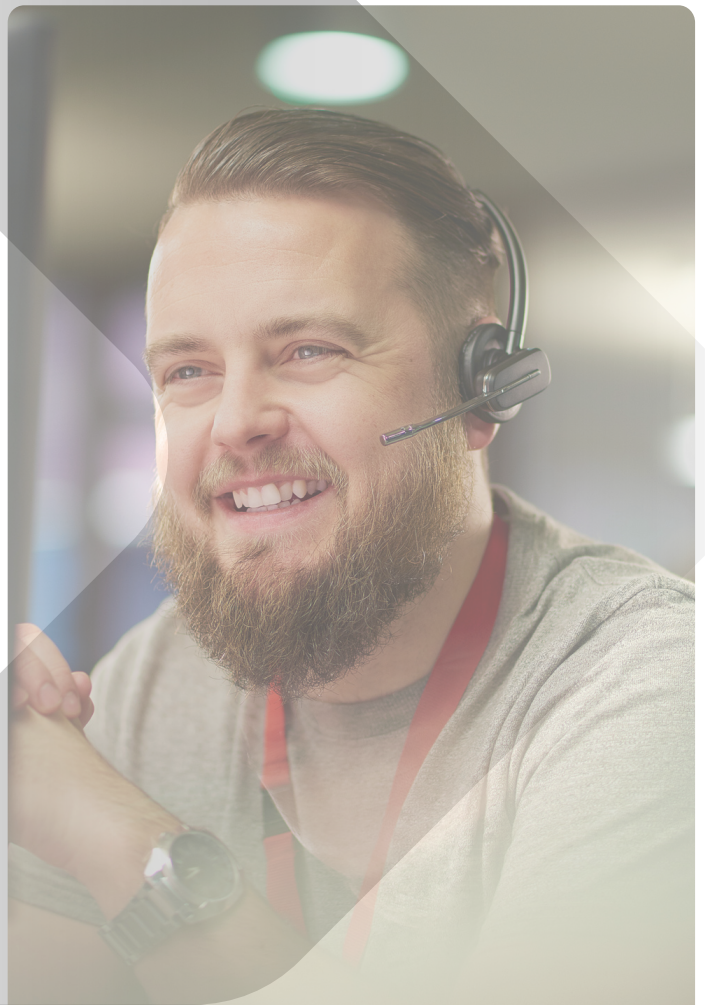
In addition, we have set up an out of hours critical technical support line. ***This is available from 05:00 to 09:00 weekdays and weekends (excluding Christmas day, Boxing Day and new year's).*** The introduction of the out of hours technical support line from 5am, ensures that we have someone on standby when the crews are turning up and leaving the depot.

Our online ticketing service desk can be accessed 24/7, and once a user has signed up to our support desk portal, they are able to track and manage any tickets that either they, or other individuals within their organisation have raised.

## ACCOUNT MANAGEMENT

Your Account Manager sets up regular account management meetings, either on-site or remotely. Subject matter experts from the wider business will also attend where applicable.

During these meetings the council will have the opportunity to provide feedback and functionality requests. The Account Manager can either advise of methods within the system to achieve their functionality request, or an enhancement request can be raised which will then be assigned to the product team to review.



# Customer Success

Our Customer Success Department helps you get maximum value from your solution—keeping services resilient today while enabling improvement, innovation, and readiness for change.

## WHAT WE DELIVER

Service stability and assurance when issues arise

A practical plan to drive outcomes over the next 18–24 months

Clear insight into adoption, performance, and opportunities

Feedback loop that strengthens the product and your results

### 1) Service Assurance

Critical issues are managed through a structured, transparent process with clear updates and ownership. We coordinate across Support, Development, and System Operations to resolve problems and embed improvements—closing only when stability is confirmed.

### 2) Customer Journey & Development

We run Customer Health Reviews to assess satisfaction, adoption, engagement, and support trends providing a benchmarked health score against UK local authorities and a tailored report of strengths and opportunities. We then co-create a web-based Customer Success Plan (18–24 months) with priorities, actions, and progress tracking, supported by our Customer Excellence Program to share proven practices.

### 3) Customer Feedback Management

We capture insight from reviews, surveys, service assurance, and day-to-day interactions and feed it into roadmap priorities, product improvements, and training. Customers also collaborate through Whitespace Connect, the UK's most attended National User Group (often 50+ local authorities), with industry awards launching from 2026.

## NATIONAL WHITESPACE CONNECT USER GROUP

Whitespace connect is our waste management community initiative. It aims to create customer user groups, build relationships and networks and promote learning and understanding.

Whitespace Connect aims to:

- Share customer success experiences
- Act as a think tank
- Put technology and data front and centre
- Promote innovation

# Training

During implementation we will provide training. Training is based on train the trainer principles and can either be provided in person or online, both will be bespoke tailored sessions. Where online sessions are provided, these can be recorded. The project team are also encouraged to watch a number of overview training videos we have on our knowledge base. Training courses are as follows:

## ORIENTATION

This is designed for staff who will use the Whitespace system from UAT onwards. They will be taught how to navigate the system, create re-active work requests and manage the scheduled work.

## STANDARD USER TRAINING (CREW / DEPOT)

These sessions are designed to provide training on hardware and in-cab software. The supervisors can then work with the project teams to ensure the sessions that are relevant to their role.

## STANDARD USER TRAINING

This is designed for back-office staff who will use the Whitespace systems. They will be taught how to navigate the system, answer typical resident queries, create reactive work requests and manage the scheduled work.

## SUPER USER TRAINING

This is designed for a small number of users, typically 2 or 3. The 'super-users' will be fully competent with the entire system and will handle first line support questions from other staff members. This training is typically delivered during hypercare, once the users are regularly using the system.

