

# **Routeware Route Optimisation**

## **G-Cloud 15 Service Definition Document**

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Designed specifically for environmental services, Routeware's Route Optimisation solution is the UK's most popular route optimisation software for waste and recycling collection, street cleansing and highway winter maintenance services. The software lets municipal service professionals design more efficient and effective collection rounds and services. The solution's unparalleled accuracy and ease of use delivers faster projects, better results and a quicker return on investment.

### **Key Solution 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

### **Key Solution Features**

#### *For Planners and Analysts*

- Route Design - design a new set of routes that rebalances workloads and minimises costs.
- Scenario Planning - vary collection frequencies, change shift patterns, swap vehicles and move depots, and then quickly and accurately evaluate the benefits of each change.
- Service Management - Maintain an up-to-date digital record of properties, rounds, assets and resources to effectively manage ongoing change.
- Balance Rounds - distribute work more evenly between crews while ensuring every route is achievable in practice.
- Sequence Routes - improve the efficiency of individual routes by optimising the sequence of collections.
- Flexible Data Requirement - works with a diverse range of datasets and different levels of data completeness and accuracy.

#### *For Managers and Supervisors*

- Performance Feedback - Instant performance feedback on changes to route design.

- Performance Management - maintain the performance of rounds as new properties are added so you don't lose efficiency over time.
- Crew Safety – built-in hazard definition and support for route risk assessment helps reduce accidents and improve safety.
- Driver Briefing - effectively and efficiently brief your drivers and crews with route maps, route sheets and driving instructions.
- GPS tracking – connects to GPS tracking and In-Cab systems to supplement service performance information.
- GIS neutral - we are not wedded to a particular GIS technology or platform, and are able to work with users of all.
- System Integration - share consistent data with your back office, on-board and CRM solutions.

## **Implementation Services**

Our solution implementation plans are based on specific customer needs and in particular detailed requirements regarding data preparation, business processes and integrations.

During implementation customers will be assigned an experienced project manager. They will agree a suitable plan for each implementation based on customer requirements and best practice developed over 20 years of working with UK local authorities.

## **Training**

Routeware has a dedicated training & implementation team who are responsible for training customer teams in all aspects of our solutions and assisting with set-up, configuration and testing.

As part of our implementation plans, we will organise comprehensive and specialised training sessions for different customer stakeholders, either delivered virtually or on-site. These sessions will arm users with the knowledge and skills they need to use the solution.

## **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 are logged through our standard support email or telephone number and tracked on our support management platform. 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.

### **Pricing and Invoicing**

For details on pricing and invoicing please see the G-Cloud 15 Pricing Document associated with this service on the Digital Marketplace.

## About Routeware

Routeware is a leading technology company for the waste and environmental services sector. In the UK, our software and services have been used by over 200 local authorities and most of the leading waste and resource management companies, helping save an estimated £100M+ for UK local government.

## Standards and Certifications

Routeware is registered with the Information Commissioner's Office (ICO). In addition, we are pleased to confirm that our company holds the following accreditations:

- ISO/IEC 27001
- Cyber Essentials
- Cyber Essentials Plus

Routeware has invested heavily in secure cloud platforms, best practice processes, and specialist partner services to ensure that our customer solutions are protected from incident or attack.

## Social Value

Routeware is committed to delivering social value through both good business practice and specific work with customers. For example, Routeware supports a programme that allows staff to participate in paid volunteer days that support good causes.

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 service vehicle numbers and miles travelled. The optimisation of environmental service routes leads to a reduction in mileage and fuel emissions, helping to reduce our customers' carbon footprints and pollution in their communities.

## Contact Information

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