

Routeware Implementation and Support

G-Cloud 15 Service Definition Document

Routeware Implementation and Support

Routeware implementation and support services are purchased alongside our software solutions.

Key Solution Features

- Implementation services
- Product set-up and configuration
- Product training services
- User support services
- Data migration services

Key Solution Benefits

- Maximise business value
- Reduce implementation time
- Increase user productivity
- Improve data security
- Enhance business resilience

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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