

Routeware SmartCity

G-Cloud 15 Service Definition Document

Routeware SmartCity

Routeware SmartCity is a software-as-a-service (SaaS) platform that helps local governments run more efficient, effective, and sustainable operations across waste and recycling, street cleansing and highway winter maintenance. This all-in-one solution enables authorities of all sizes to reduce operating costs, improve service quality and driver safety, and improve performance through access to real time data.

Digitised operations increase the flexibility, reliability, and resiliency of environmental service operations. Access to real time data and on-demand reports informs more efficient and accurate decision making. The same solution can be deployed across street cleansing and gritting and snow removal services, which increases the value to councils and makes it easier to share resources across operations.

Key Solution Benefits

SmartCity lets local authorities replace paper forms and spreadsheets with real-time data and automation, to cut out time re-keying information and chasing colleagues on the phone.

SmartCity helps reduce missed bin returns by showing customer service representatives if bins weren't out or were contaminated, so they can explain to callers and prevent a return.

Additional Benefits

- Reduce operational costs
- Improve process efficiency
- Reduce the risk of missing service targets
- Cut paperwork and errors
- Improve customer service
- Manage jobs more effectively
- Digitise service management
- Reduce resident complaints
- Connect with resident digital channels
- Report accurate performance management information

Key Solution Features

Manager Portal

SmartCity's main interface is the Portal, a web-based platform that collects data from supporting software and hardware located in the vehicles. The Portal is the operational hub for waste and recycling fleets. Managers, supervisors and customer service staff can perform an array of functions to control their day-to-day operations using real-time data.

Driver App

The Driver App is SmartCity's mobile tool built to meet the crew's needs when out in the field. Data collected from the Driver app feeds in the Manager Portal in near-real time and serves as key information for supervisors. Key features of the Driver app include digitised route information, service verification, turn-by-turn navigation and issue logging.

Detailed Features

- Issue & exception recording
- High-density turn-by-turn navigation
- Route planning
- Customised reports
- Pre/post trip inspection reporting
- Material ticket reporting
- Vehicle diagnostics
- Driver performance
- Breadcrumb trails & route playback
- Route optimisation
- Asset management
- Inventory management
- Automatic service verification
- Travel path editing
- City alerts (road closures, low bridges, schools)

Integration Capabilities

- Telematics providers
- Contact centre systems
- Asset management systems
- Work order management systems
- Geographic Information Systems (GIS)

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

Routeware Limited

Email: ukmarketing@routeware.com

Website: www.routeware.co.uk