

Integrated Skills Ltd – G Cloud 15 Service Definition

Route Optimisation Software

and

Operational Service Management Software for Waste & Recycling Collection and Street Services

Executive Summary

Integrated Skills Ltd (“ISL”) provides a suite of cloud-based & hosted software solutions that support the efficient planning, delivery, and management of municipal environmental services. The portfolio - RouteSmart and SmartSuite - enables local authorities to optimise frontline operations, improve service performance, and strengthen operational resilience across waste and recycling collections, street cleansing, winter maintenance, trade waste, and related environmental service operations.

The **RouteSmart** route optimisation product range delivers advanced, GIS-based route optimisation for both high density and low-density services. It enables authorities to design balanced, efficient routes that reduce operational costs, mileage, fuel consumption, and carbon emissions. Dependent on the operational service requirement, the RouteSmart product range is available (1) in the Cloud, (2) hosted with access via an RDP session and/or (3) as a pure SaaS solution accessed via an API.

SmartSuite provides an integrated operational management platform comprising an in-cab mobile application and a web-based “back-office” system. It offers real time service visibility, automated reporting, two-way communication, jobs management, and address-level service intelligence. SmartSuite supports improved service reliability, faster issue resolution, and enhanced customer service outcomes.

All ISL solutions are securely hosted, fully supported, and compliant with UK public-sector requirements. ISL provides structured onboarding, training, and mentoring, alongside robust service levels, UK-based hosting, GDPR compliance, and secure offboarding with full data return and/or destruction. The solutions integrate with CRM systems, telematics, vehicle cameras, finance systems, and public-facing digital services.

1. Service Overview

ISL provides a suite of SaaS, cloud-based & hosted software solutions for UK municipal environmental services, including waste & recycling collections, street cleansing, winter maintenance, trade waste, bulky waste, and task/job management.

The portfolio includes:

- **The RouteSmart Product Portfolio** – advanced route optimisation for high density and low-density municipal services.
- **SmartSuite** – an integrated operational platform comprising in-cab mobile software and a web-based 'back-office' system for real time operational service management.

These solutions support operational efficiency, service quality, resource optimisation, and improved communication between crews, supervisors, managers, customer services, and the public.

2. Service Capabilities in Detail

2.1 RouteSmart for Route Optimisation

RouteSmart is a globally recognised route optimisation suite of solutions with extensive use across 140 UK local authorities.

Key Features

- Both high density *and* low-density route optimisation.
- Ability to model and compare scenarios, test constraints, and rebalance routes *quickly*.
- Automated workload balancing from depot departure to return.
- Integration with CRM, telematics, vehicle cameras, in-cab and other systems.

User Benefits

- 10–20% productivity improvement typically achieved.
- Reduction in mileage, fuel use, CO₂ emissions, and vehicle wear.
- Spare vehicle capacity often identified.
- Fair, balanced, efficient route design.
- Robust evidence base for business cases and service redesign.
- No or minimal GIS experience required by users (dependent on product deployed).
- Extensive UK and international user community.

Product Options

- **RouteSmart Online** – easy-to-use software tool for planning and daily operational use for household & commercial waste & recycling operations. No GIS experience required by users.
- **RouteSmart for ArcGIS Pro** – advanced desktop application for strategic planning and detailed route design of street-based services such as street cleaning & winter maintenance. Minimal GIS knowledge required by users.
- **RaaS (Routing-as-a-Service)** – SaaS model for automated and dynamic routing for services such as bulky waste, bin deliveries, garden waste, medical waste, and other low-density services. Data sent & returned from ERP system via an API. No user interaction available within RaaS.

2.2 Unique & key features of route optimisation products

- Easy to use interfaces.
- Superfast creation of optimised routes.
- Side-of-street precision routing.
- Route sets manage mixed fleet sizes and multiple services.
- Route optimisation option for every service type – domestic collections, communal bins, street cleansing, etc
- Route generation for daily and/or seasonal fluctuations.
- Routing ‘on-the-fly’ options
- Strategic planning and new service roll-out modelling.
- Split routes between drivers due to absence, vehicle break downs mid service, etc.
- GDPR compliant with EEA hosting.
- Guaranteed availability.
- Scalable for growing or changing operations.

2.3 SmartSuite – Operational Service Management Software

SmartSuite is an integrated platform designed for both waste & recycling operations *and* street-based services, such as, street cleansing, combining real time operational visibility with in-cab mobile functionality.

All services are managed from a single, map-based platform in the Cloud that enables teams to track day-to-day service activity in real time, make instant & effective operational decisions and view service history. Users can apply live updates to service data for mobile operatives and synchronise routing data. Residents can view online collection calendars, members can view reports by ward and managers can access current & historical performance data. With APIs to CRM, telematics, weighbridge, finance, bin sensors and other systems, SmartSuite is the UK's most advanced operational management solution for local authorities.

SmartSuite is the 'single source of truth' for waste & recycling, street cleansing, winter maintenance & all related services.

SmartSuite Modules:

SmartSuite Mobile (In-Cab)

- Clear display of optimised routes, service instructions & service verification options.
- Audible and visual street, property & service instructions.
- Report and/or confirm action against multiple addresses.
- Autocompletion of street level service option.
- Integrates ad-hoc reporting and jobs management with round servicing.
- Turn-by-turn navigation option.
- A2B routing option.
- Integrated vehicle checks and defect reporting.
- Ad hoc driver/crew reporting with photos, timestamps, and location data.
- Two-way messaging between crews and back office.
- Take photographs associated with location/time/date and route/job/address.
- Customisable by client (e.g., crew reports, spoken alerts).
- Jobs management functionality.
- Night/day mode and intuitive Android interface.
- Ability to pause, resume, and share routes between vehicles as well as manage exceptions.
- Telematics integration including:
 - Street sweeping brushes up/down.
 - Weed spraying on/off (where technology is fitted).

SmartSuite Web

- Live map showing vehicle locations, GPS trails, and service progress.
- Plan vs actual dashboard and analysis
- Address level service information including calendars, last service, and operator reports.
- Management of Points of Interest, service frequencies, and holiday substitutions.
- Two-way messaging with crews.
- Reporting tools with automated forwarding to internal teams or external stakeholders.
- Service history and performance dashboards and KPI reports.
- Management of inflight vehicle break downs and re-allocation of unfinished routes.
- End-to-end workflow for jobs/tasks (e.g., fly tipping, graffiti, bin delivery, etc)
- Integrated with Power BI
- Administration of users, roles, permissions, and organisational settings.
- Multifactor Authentication (MFA) available.
- Full audit trail of actions and interactions.

SmartSuite Jobs Management

SmartSuite Jobs Management is a comprehensive module that supports waste, streets and related environmental services. Key features include:

- Integration with CRM and public-facing services – online forms and service requests.
- Job scheduling – allocate one-off jobs or set up cyclical jobs.
- Work prioritisation – raise or lower job priority.
- Service Level Agreement (SLA) management – set up and administer SLAs.
- Audit trail – view all requests, actions, interactions, job status, and time/date stamps.
- Skills, training, and equipment matching for more effective workforce deployment.
- Conflict avoidance between jobs.
- Work planners can:
 - Access a real-time map view.
 - Balance resources against current and anticipated demand.

- Jobs can be created from multiple sources, including CRM, public-facing forms, back-office systems, and crews.
- Automations enable jobs to be initiated & automated as part of related processes, including responses to crew reports, such as: “Wheeled bin retained in the RCV – please replace.”

SmartSuite Jobs Management can also:

- Support dedicated service teams, such as bin delivery, fly-tipping, or graffiti removal (e.g. “Attend and remove fly-tipping on Summer Street, Anytown.”).
- Add value to planned work activity by enabling crews to pause and divert to urgent tasks from other crews/routes, such as: “Collect missed assisted bins from 2, 4, and 8 Spring Crescent en-route to tip,” while retaining their route sequence and remaining planned activity.

Trade Waste

Councils report up to 25% in lost revenue because not all trade (commercial) waste that is collected is then invoiced. The Trade Waste Module manages the end-to-end process of commercial waste collection enabling local authorities to increase revenues and maximise profits by streamlining daily activities. Manual processes are automated and unnecessary administration minimised allowing the entire team (office and collection crews) to concentrate on creating business value and delivering client satisfaction.

Unique & key features include:

- Customer database management.
- Contract creation, waste transfer notes, and service details.
- STOP notes added to customer account and displayed to the drivers.
- In-cab visibility of customer notes/requests.
- Automated triggers for additional chargeable services.
- SLA management and prioritisation.
- Pricing management.
- Integration with SmartSuite Mobile for operational reporting.
- Two-way messaging ensures communication between the back-office team and the crews
- API integration with payment, finance, CRM & public-facing systems

3. Onboarding & Offboarding

Onboarding

- Delivered by ISL specialists (no outsourcing).
- Training available face-to-face and/or online.
- Follow-up mentoring based on sector best practice (as required).
- Configuration of modules, integrations, and user roles.
- Support for street data enrichment & migration
- Coaching through initial route optimisation project (where applicable).
- Project management adapted as per client and their requirements. Key principles:
 - Dedicated project manager/s
 - Client specific project documents: Risk register, timeline, etc
 - Discovery phase to ascertain, define, agree & document the requirements and expected outcomes
 - Ensure data interoperability with 3rd party council systems
 - Clear responsibility and communication channels, especially with drivers & crews
 - Dedicated go-live support
 - Feedback loops
 - Handover to BAU & support teams
 - Updated documentation post-project

Offboarding

- Secure offboarding process included within the contract.
- All customer data returned in a standard format or destroyed in accordance with contract terms.
- Guidance provided to ensure smooth transition.

4. Service Levels

- Availability: 99.8%
- Support Hours: 09:00–17:00 UK time, Monday–Friday (excluding bank holidays).
- 24/7 access to online support portal for FAQs, resources bank and ticket logging.
- Incident Response:

- Mission critical issues acknowledged within 1 hour.
 - Mission critical resolution or workaround provided within 4 hours.
- Planned maintenance carried out outside normal working hours with advance notice.
- Customer Satisfaction: 98% rating in most recent survey.
- RouteSmart Fair Usage Policy applies.

5. Technical Notes

SmartSuite

- SmartSuite Mobile: Android tablets approved by ISL (Approved list available on request).
- SmartSuite Web: Browser access via Microsoft Edge, Mozilla Firefox, or Google Chrome.
- Integrations: APIs available for CRM, telematics, vehicle cameras, weighbridges, finance systems, and public facing calendars.

RouteSmart

- RS Online: Access required to AWS Cloud
- RouteSmart For ArcGIS Pro: Browser based RDP access to ISL hosting service required and ESRI ArcGIS Pro licencing required.
- RaaS: API (fully documented)

6. Data Backup, Restore & Disaster Recovery

- Data backup and restore within 24 hours.
- Disaster recovery and business continuity aligned with ISL policy.
- Mission critical issues prioritised with rapid response.
- RTO – 4 hours

7. Hosting & Security

- SmartSuite hosted in Microsoft Azure (UK).
- RouteSmart hosted in AWS (EU).
- UK data centres meet ISO 27001 and Tier 3+ standards.
- MFA available.
- ISL holds Cyber Essentials Plus (and working toward ISO 27001 in 2026).
- GDPR compliant data handling.

8. Invoicing, Contract Termination & Exit Management

- All invoices will state the required purchase order number as provided by the client.
 - Any additional chargeable professional services beyond those stated in the contract will be quoted prior to commencement and agreed in writing by the client with the provision of a purchase order.
 - All customer data returned upon exit or destroyed in line with industry standards.
 - No additional cost for data extraction.
 - Data provided in a standard, accessible format.
 - Termination in accordance with the terms of the contract.
- END -