



mpro5.com

Transforming waste management with Dulsco



Waste Management



For waste management companies, customer service is key. If you work in this sector, then you can recognize the challenges of managing multiple teams and fleets of vehicles, responding to ad hoc jobs and completing routine collections, all while maintaining compliance and meeting SLAs.

We work with UAE-based company DulSCO to track and manage this process with smart workflows and data collection that empower them to provide the best service possible, retain customers and win new business. Drivers use **mpro5** to follow their schedule, perform maintenance checks and record completions, aborts and cancellations.

As a result of working with **mpro5**, DulSCO have improved their operational efficiency, productivity and business visibility, while also reducing costs. A fully joined up digital system takes drivers through their routine, including vehicle checks, tells them where they need to go, and what records need to be kept.

Nothing slips between the cracks and a full audit trail is created for every job.

This improved visibility and ease of control has had two major impacts on the business. The first is that the number of unpaid fees has been reduced significantly, as drivers can be warned of a cancellation. Drivers can also fully evidence when a customer has not been available to collect waste. This has improved customer relationships, and increased the amount of costs recouped on aborted jobs.



UNPAID FEES
REDUCED
SIGNIFICANTLY



IMPROVED
CUSTOMER
RELATIONSHIPS



INCREASED COST
SAVINGS ON
ABORTED JOBS

The second significant improvement to operations has come from the ease with which ad hoc jobs can now be added to a driver's schedule. It is easy for head office to send a new job to a driver or update their schedule, and the driver has clear instructions on how to modify their day to account for the new job.

This has made DulSCO more agile and efficient, allowing them to quickly turn to new demand, respond rapidly and offer excellent customer service.

Better vehicle maintenance and more efficient routes has also paid dividends for DulSCO's ESG (Environmental, Social, Governance) commitments – an increasingly important consideration for most businesses.



EASILY UPDATE
A DRIVER'S
SCHEDULE



REDUCTION
OF WASTED
JOURNEYS



ENVIRONMENTAL,
SOCIAL, GOVERNANCE
BENEFITS

Dulsco have a variety of contracts both for government and privately owned sites and each of these has demands for the type of waste, the frequency of collection and their availability to receive a collection.

This is complicated further by the addition of ad hoc jobs, where a client needs waste taken away immediately, out of line with the schedule.

Particularly with ad hoc jobs, it was easy for wires to get crossed and for Dulsco to turn up at a site only to find that the customer was unavailable. This is normally charged as an aborted job, but without substantial evidence to show they had turned up, they had to concede on many disputed charges.

A mixture of phone calls, paper and manual data input was simply not cutting it.

Solution



DulSCO already had a database and analytics platform, what they needed was a works management system. We configured **mpro5** specifically for this need and integrated it with their existing system.

Drivers receive a job in the morning that includes the vehicle checks they are required to do for compliance and safety, as well as the details of all the pick-ups they need to do in the day.

They use the app on their smart phone or tablet to record everything, uploading images and signatures where needed. Any 'helpers,' who are additional hands in the truck, are checked in using the app. Crucially, any cancelled jobs can be sent straight to a driver, avoiding them turning up and wasting time or being forced to charge for the cancellation.

If you would like to know more about how our software helps waste management companies, visit: mpro5.com

“**mpro5** has transformed our operations. Not only do we have continuous visibility of our daily operations, but we can respond more effectively to ad hoc requests, and we don’t have to charge our customers for late cancellations as we can update drivers’ jobs immediately.”

Steven Morris, Regional Head of Sales and Key Account Management