

Digital Depot Integrated Service Management for Environmental Services



To meet the challenges of austerity, local authorities need to make their processes more efficient and effective - and less reliant on paper forms, spreadsheets and phone calls. From first customer contact through to the delivery of services on the street, Digital Depot helps you digitise data, automate tasks and optimise round efficiency.

Key Uses

- Scheduled Waste and Recycling
- Bulky Waste Collections
- Garden Waste Subscriptions
- Commercial Account Management
- Missed Bin Reports
- Bin Servicing and Delivery
- Assisted Collections

Key Benefits

Cut Paperwork and Errors

By removing the need for beat sheets, issue reports and spreadsheets, Digital Depot cuts down the time spent re-keying paper forms and chasing people on the phone, and reduces the lost data and errors associated with paper-based processes.

Increase Process Efficiency

By creating end-to-end digital processes, environmental service teams can dramatically improve the efficiency of service delivery. Digital Depot lets you automate and optimise work, so that outcomes can be achieved with fewer resources.

Manage jobs effectively

Our built-in workflows gives you everything you need to manage your most common business processes, such as missed bins, bin deliveries and assisted collections. No more post-it notes and paper forms, just a more effective way to complete your daily work.

Improve Customer Experience

By sharing operational information with digital customer service platforms, such as up-to-date calendars and service request forms, councils can improve service for citizens and reduce the high volume of calls they receive about environmental services.

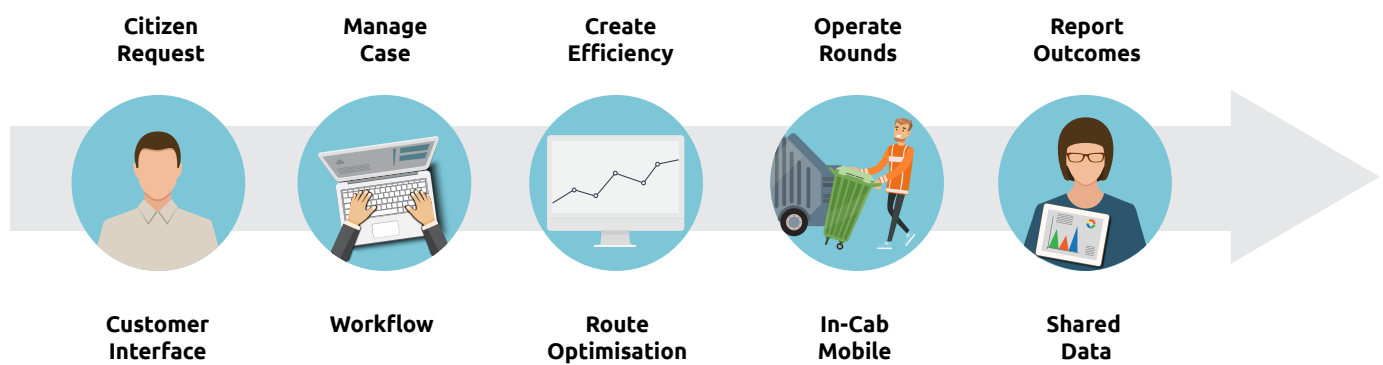
Key Capabilities

Build End-to-End Processes

Digital Depot replaces spreadsheets and paper with cloud-based data and automated processes. This lets you reduce demand by providing residents with access to service information and request forms online, and increase productivity by sharing information effectively between the depot and crews.

Connect Optimisation and Operations

Whether it's scheduled rounds or ad-hoc jobs, such as bin deliveries or bulky collections, having integrated optimisation and operations in your solution will make a difference to efficiency. Digital Depot connects your service plans to service delivery so you can continuously maintain performance as service demand changes.



What Customers Say

"It has made a big difference to our workload. We're getting less than half the volume of the calls we used to coming through to the waste team now."

Waste and Recycling Supervisor, Richmondshire District Council

"Our new process makes it quicker to provide residents with accurate information during service changes, which has helped us to significantly reduce calls to our contact centre."

Waste Services Manager, Falkirk Council

About Webaspx

At Webaspx, we're focused on using our technology to make local government municipal services more efficient and effective. Our software and services are used by over 200 local authorities and many of the leading environmental services companies, in the UK and North America, to help them improve the productivity and performance of their waste collection, street cleansing and highway winter maintenance services.

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