

The **#1** SaaS Operating System for Municipal Waste Management

Best in class enterprise cloud software for digitalising and optimising municipal waste management operations.

Providing smart, sustainable and profitable solutions to local authorities and private haulers.

An All-Inclusive Waste Management Solution for Local Authorities and Private Haulers

WasteHero offers a modular, end-to-end waste management solution consisting of software modules, apps, third-party integrations, and hardware add-ons. The solution can be fully customised to suit the needs of municipal waste management operations, whether you are a local authority managing operations in-house or a private waste collector that services Councils.

✕ Administrative burden

Manual management of route planning, navigation, shift planning, vehicle maintenance, billing and more is a time consuming and expensive task, often prone to human error.

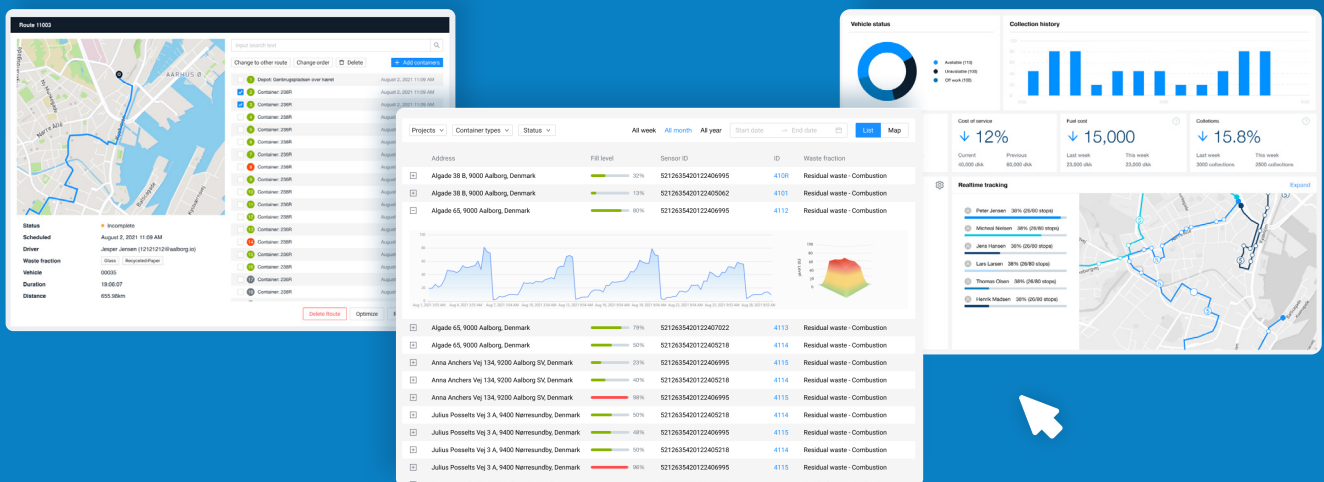
✕ Inefficient operations

Static schedules for waste collection are high cost and low performance. Waste haulers are on the road more often than necessary, leading to high labour costs, fuel consumption, and CO2 emissions.

✕ Silo systems

Multiple systems that can't integrate force manual processes in everything from operations to back office management. Valuable information is tied up in different systems, preventing strategic, data-driven decision making.

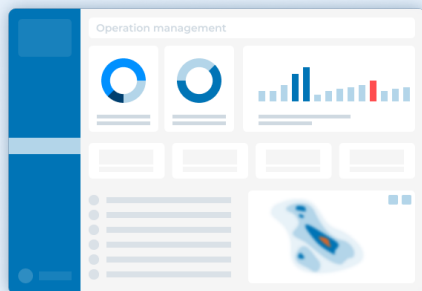
Digitise and Automate the Waste Management Process for Streamlined Operations



WasteHero integrates every aspect of your waste management process together into one centralised platform. Automate and optimise daily workflows to reduce costs, improve communication between stakeholders and boost operational efficiency.

Software Modules

Operation Management



The operation management module includes effective tools for planning, executing and optimising waste collection routes.

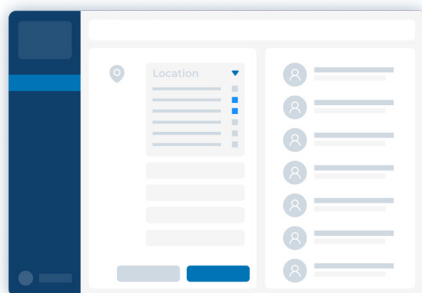
Features

- Intelligent route planning reduces collections by up to 40%
- Automate route plans and prepare in advance
- Design rounds with a focused objective, i.e. minimise distance
- Simulation tool to test round design scenarios
- Advanced collection prediction algorithm to optimise operations
- Real-time tracking gives back office insight into current field activity
- Manual route editing on live routes to resolve urgent job-tasks

Benefits

Reduce costs and save hours of admin burden by streamlining waste collection routes. Increase control and visibility across operations while optimising route plans to reduce environmental impact.

Customer Service System



The Customer Service System is an advanced and robust tool built specifically to handle citizen waste data and manage requests. Support teams have access to all customer data without switching programs.

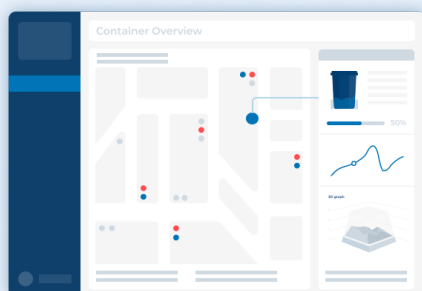
Features

- 95% of customer requests are resolved in just 2 clicks
- Manage customer data, contracts, billing & requests in one system
- All staff historical actions are recorded
- In-built ticketing system to manage citizen requests and tickets from drivers, complete with in-app messaging
- Requests made in customer self-service flow through seamlessly
- Implement rule-based automations to instantly solve requests
- Integrates with government-based CRMs

Benefits

Improved transparency and communication between back office, drivers and customers, boosting overall service satisfaction and empowering 30x faster request resolution.

Asset Management



The asset management module enables the digitalisation of bin inventories, helping to untangle complex waste infrastructures.

Features

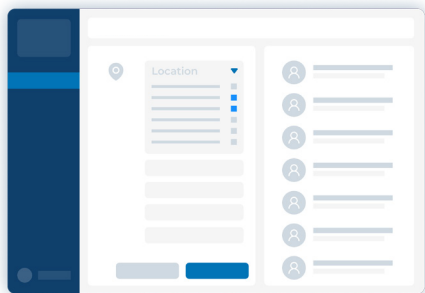
- Bulk import bins and weight data for fast digitalization
- Track locations, waste fraction, volumes, fill-level and weight data
- View next collections, tickets, and associated invoices for bins
- Track weight data to improve routing prediction algorithm
- Drill down with rich filtering options, in both table and map view
- Compatible with RFID technology and bin tag stickers/codes

Benefits

Gain a clear overview of your bin assets and significantly reduce time spent on inventory management. Better understand waste generation patterns and obtain easy access to all historical and upcoming events for individual bins.

Software Modules

Fleet Management



Digitise the drivers, vehicles and locations in your operations for effective management and cost analysis of fleet assets.

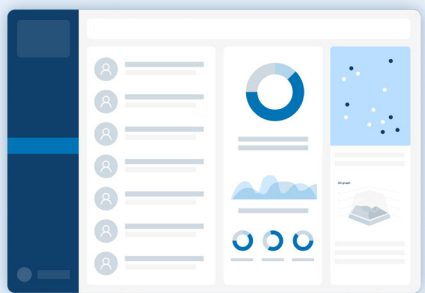
Features

- Create constraints for drivers, vehicles, depots and waste stations to be considered in route planning
- Real-time tracking of driver and vehicle activity
- Manage vehicle and driver absences for service continuity
- Performance reports to understand utilisation of resources

Benefits

With effective fleet management solutions, fleet planners take a proactive approach to optimise the usage of resources, reducing costs associated with driving time, fleet downtime, and fuel consumption.

Operational Performance



Monitor and track the performance of collection routes, tickets, vehicles, and drivers to understand efficiency of operations and identify areas for improvement.

Features

- Compare planned vs. actual route performance
- Reports on ticket volumes, time spent, and resolution speed
- Integrate telematics data to monitor driver performance such as harsh event, hours worked, distance driven per day and speeding events
- Understand fleet utilisation and associated costs
- Track vehicle performance and analyse equipment condition
- Build customized dashboards to meet the requirements of different user roles, e.g. route planner, financial officer

Benefits

Track performance and measure against organisational KPIs for a comprehensive understanding of the economic, environmental and service results of your waste management operations.

Recycling Behaviour



Local authorities are focused on improving recycling rates to divert residual waste from landfill. Recycling Behaviour allows the tracking and monitoring of citizen behaviour over time.

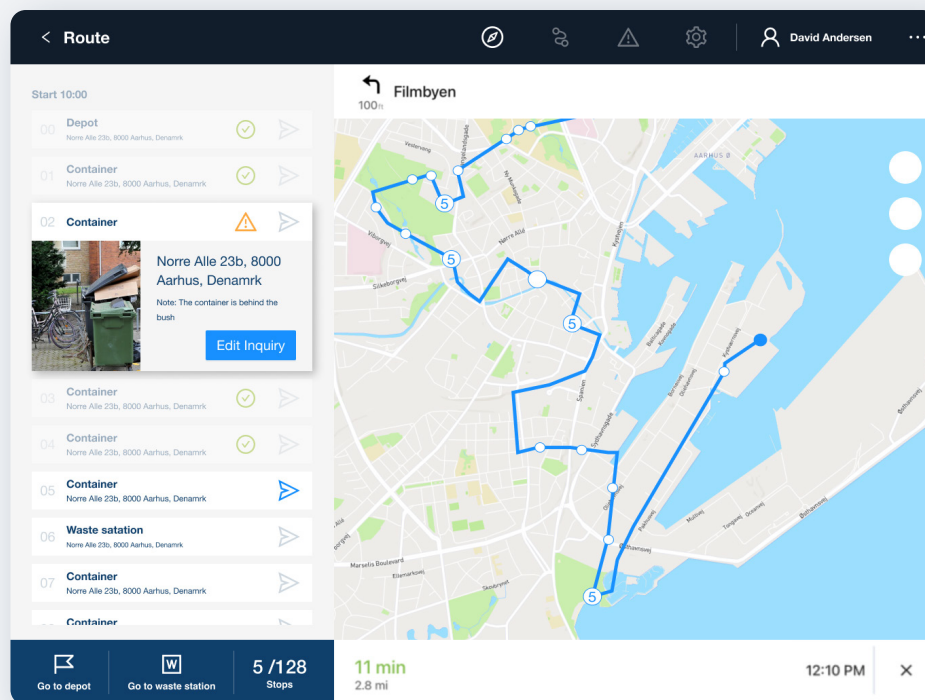
Features

- Heat mapping of waste generation and recycling patterns
- Drill down to get data for specific waste fractions, container types and geographic areas
- Export data to reports for easy sharing with stakeholders

Benefits

Recycling Behaviour empowers local authorities to track their impact on recycling behaviour amongst citizens, informing how they should strategically organise public education campaigns.

Intuitive Apps



Mobile In-Cab Technology

Mobile In-Cab Technology is a digital worktool designed with the busy driver in-mind. Drivers begin their daily work with just a few taps on their in-cab smart tablet for iOS and Android.

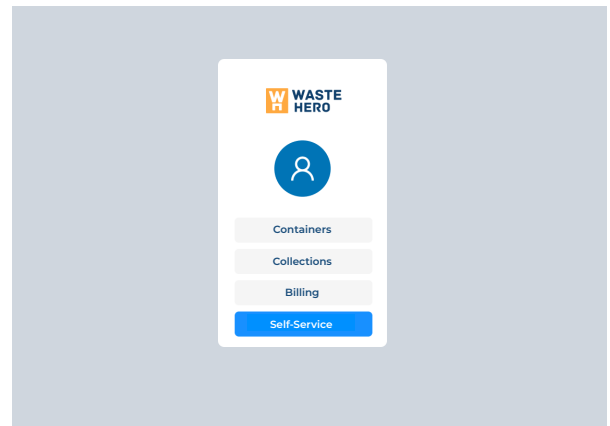
- Turn-by-turn navigation along optimised collection routes
- Daily route overview
- User-friendly interface for busy drivers
- Mobile version for out-of-truck activities
- Rerouting based on current traffic conditions
- Drivers submit inquiries straight from the app
- AssistMe feature allows sharing of workload between drivers
- NavigateMe feature redirects drivers to a specific container and reoptimises the route
- Integrate weight data from in-vehicle computers
- Back office track vehicle position and real-time container collection
- Back office edit live routes and push changes directly to the driver app

Information from the digital in-cab display is transferred instantly back to the WasteHero Platform, ensuring consistent communication between drivers, route planners and administration personnel. Inquiries are seamlessly transferred as tickets to the Customer Service System, enabling swift resolution, improving citizen satisfaction. Mobile In-Cab Technology provides drivers with everything they need to have a smooth, safe and efficient workday.

Intuitive Apps

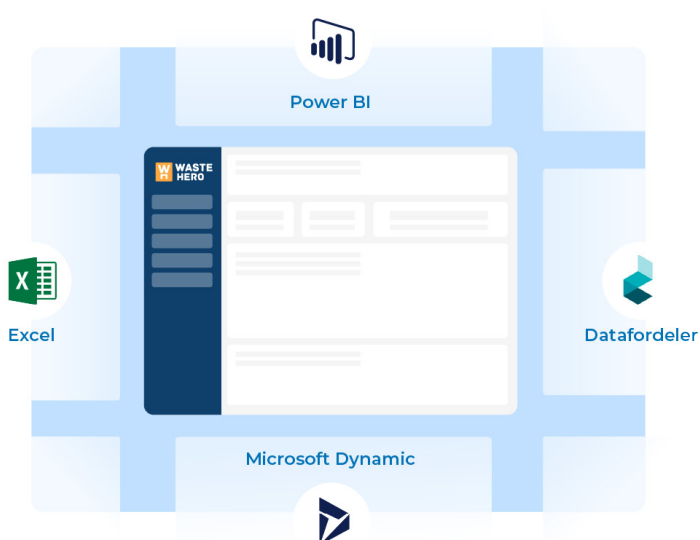
Customer Self-Service App

The Customer Self-Service App empowers local authorities to provide a streamlined and customer-focused service experience for waste management requests. Instead of phone queues, email chains or clunky web forms, citizens request and pay for services in under 3 minutes. Customers can change bin collection frequencies, order new bins, report broken bins, order bulk waste collection & more.



All requests transfer instantly to the Customer Service System, where support staff have a clear overview of customer activity. Customers are updated on the status of their requests through in-app messaging and can review all historical billing information and requested services. For common requests types that can be handled in the same way, automatic workflows are implemented to resolve requests immediately. Zero admin burden and zero chance for human error.

Third-party Integrations



Connect Everyday Systems for Simplified Workflows

Connect the systems you use everyday to WasteHero's Platform for a streamlined experience for all stakeholders of the waste management process. Custom integrations are available to ensure we connect with your favourite apps.

- **Finance Management** - Integrate your existing invoicing system to manage your finances directly from the platform.
- **ERP Integration** - Integrate your existing ERP system to bring your important data into one ecosystem, cutting out silo systems to enable data-driven decision making.
- **CRM Integration** - Manage citizen requests for extra collections, orders for bulk waste collection, and requests for new containers by integrating your local authority's existing CRM system.

Power-up Operations with Plug-and-Play Hardware

Amplify the functionality of your software foundation with WasteHero's marketplace of plug-and-play IoT hardware add-ons. All hardware has been vetted and approved by WasteHero, integrating seamlessly with our software platform, so that you spend less time researching hardware, and more time on collecting valuable data to optimise operations.



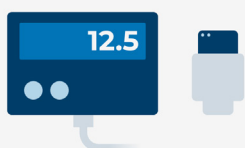
Fill-Level Sensors

Install fill-level sensors to track and monitor the fill-level of containers with unpredictable weight generation patterns. Utilise data to determine the optimal collection time, eliminating overflowing bins to keep cities clean and avoiding unnecessary trips to boost operational efficiency.



RFID Technology

Automate the reporting of authorised container collection events and timing through RFID tags and readers, moving away from manual cross-off processes. Integrate RFID technology with vehicle weighing systems to automatically track and report container weight data, with no manual entry required from drivers.



Weight Sensors

Explore the range of weight sensors in our hardware marketplace, including axle load weight sensors and weighbridges, to automate the collection of valuable weight data. Utilise weight data to improve the prediction algorithm for collection routes and to simplify mandatory weight reporting.



Aalborg Council has reduced their number of collections by **40%**

The Danish Council of Aalborg partnered with WasteHero to digitalise their waste management process. Through optimised route planning on a central platform, they have alleviated manual processes and reduced their number of container collections by 40%.

With the help of WasteHero's software platform and apps, drivers, route planners, administrators and citizens communicate seamlessly to achieve efficient and sustainable operations.

" We have established a strong relationship with WasteHero as our software provider. They are helping us to investigate how we can use data to gain insight into our waste collection and optimise our collection processes based on that knowledge. "



Christian Møller Jensen, Technical Project Manager at Aalborg Council.



Learn more on
www.wastehero.io