



Grundon improves customer service with PurGo



Grundon, the UK's largest privately owned waste management company, is installing a new software system, PurGo, at its largest depot in Colnbrook to enhance customer service and improve efficiency.

Developed specifically for waste operators, PurGo streamlines processes from sales through to operations, including admin, billing and reporting. The software integrates well with most bin weighing systems thereby enabling operators to monitor exactly what they are collecting and from whom.

John Stephens, Group Logistics Manager, Grundon said: "PurGo is enabling us to convert most of our operations to a paperless system as well as provide our customers with full monitoring and complete traceability. It also complements our ongoing investment in vehicle onboard safety features such as our telematics and camera systems, side scan and under run bars. For example, drivers at our Colnbrook depot are now able to complete comprehensive vehicle checks at the start of their round and undertake risk assessments when on customer sites, recording the information on the handheld devices."

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PurGo was created by VWS Software Solutions Ltd, closely associated with Vehicle Weighing Solutions Ltd (VWS), the UK's leading force in vehicle onboard weighing, wheeled bin weighing and axle overload protection. Grundon has already installed the ENVIROWEIGH bin weighing system from VWS on its trade waste collection vehicles and the two systems work in harmony together to provide a complete weighing, collection and monitoring solution.

A powerful round management tool, PurGo uses in-cab PDAs for scheduling, optimisation, routing, exception reporting, live vehicle location and activity reporting.



Customers pay a monthly subscription for the use of the software, which includes the support service should they need it.

Andy Mirecki, Managing Director, VWS Software Solutions Ltd said: "We are delighted that Grundon has adopted PurGo. We developed the software, because we recognised that our customers wanted an easier to use, bespoke solution to take care of their needs from beginning to end. Feedback is very positive and customers are reporting remarkable results as they are able to provide better customer service, identify new revenue streams and reduce costs."

Continued John Stephens: "The addition of PurGo to our new suite of software infrastructure will help us to further enhance both our customer service and efficiency by providing precise data for every collection. Grundon has invested over £1 million in a new specialist waste and recycling software solution, which will provide us with a totally integrated system, streamlining our business and improving customer service and experience. PurGo integrates well with this new infrastructure, and will benefit our customers by providing them with information which will help them meet their own environmental goals. The aim is to roll out the PurGo software across all of our depots following the initial installation at our Colnbrook operation."

Grundon are also proud to have a CarbonNeutral© certified road-going vehicle fleet, which has set a new standard across the waste industry. The CarbonNeutral© certification means that every time a Grundon vehicle collects waste from a customer site or a staff member visits customers in a company car, not only will the journey be CarbonNeutral©, but it will also avoid adding to the customers' own carbon footprint.