



Best In Class Service Is Key For Chambers Recycling



Waste Management PLC was established in 1969 by Chairman and Managing Director, Peter Chambers. Since then, the Chambers Group has evolved into an integrated recycling, waste management and aggregates business, servicing a wide range of commercial and domestic customers.

The company invests heavily in equipment and technology to improve the range and quality of services that they are able to offer their customers. There is also investment in sustainability measures and at their materials recovery facility in Slyfield, they focus exclusively on environmentally responsible disposal of commercial and construction refuse. The investment in this site has enabled the company to recycle up to 98% of the materials coming in as construction waste.

Investment in vehicles and on board equipment has also been part of the company's strategy to deliver best in class service and Peter Chambers has developed a relationship with Vehicle Weighing Solutions (VWS) and has chosen the industry-leading supplier to provide weighing solutions across his fleet of vehicles.

"VWS demonstrate a flexible approach and have a similar business culture to Chambers Recycling. It is a good fit"

Steve Enderby, Transport Manager



Over the years, Chambers Recycling had worked with other weighing suppliers, but have been let down by after-sales service. Peter Chambers and his team had experienced, first-hand, the frustrations and effects on the business caused by poor after care and decided to begin working with VWS, who have a reputation for delivering excellent service. Peter explains that "we had always had concerns around post-sales service and we were looking to work with a supplier who understood our needs and work flexibly with us to ensure we could run the fleet efficiently." After several years working with VWS, Peter and his team are delighted with the level of service that is received from the service coordinators, through to the experienced and dedicated engineers. Peter goes on to explain that "the initial purchase [of the equipment] is just a small part - it is the ongoing service that is important to us."

Chambers Recycling have their tipper trucks fitted with VWS LOADWEIGH under body load cells. Peter explains that the equipment helps the company to "stay safe, compliant and protect the drivers and operatives, especially when they are on a site with no weighing facilities."

Over the past 5 years, ENVIROWEIGH bin weighing has also been fitted to the company's refuse collection vehicles, including the retrofit of all existing trade vehicles in the fleet. Access to the bin weighing data is helping the company to make informed decisions about charges and fully understand their customers' recycling behaviours.

With a long term strategy in mind, Chambers Recycling have been confident in their choice of bin weighing supplier, in the knowledge that a complementary waste management software solution has also been in development from VWS Software Solutions - PURGO. Julian Glasspole, Managing Director of VWS introduced Chambers Recycling to Andy Mirecki and Joe Barnes of VWS Software Solutions in early 2016 and a trial of the technology was soon underway to demonstrate it's capabilities.

Chambers Recycling were looking for a solution that would streamline their waste collection operation, help the business grow, integrate with the existing bin weighing system and could be used intuitively in the field by the drivers of their skip loaders, RELs, trade waste RCVs, flatbed trucks and tankers. The project team, led by Chambers Recycling's transport and finance teams, assessed the technology's reliability and fit for the business and after a thorough pilot, Chambers Recycling have decided to purchase PURGO for use across their operation and the system is being introduced using a phased implementation plan, which will conclude by the end of 2016.

"the initial purchase is just a small part - it is the ongoing service that is important to us"



PURGO is helping the company to improve its customer service by providing access to live data, including real time exception reports from the drivers, whilst they are on their rounds. The user-friendly interface of the in cab tablet has been easily adopted by the drivers and the use of this device is not only reducing in cab administration, but office administration too.

One of the key features of PURGO that is being used by Chambers Recycling is the on approach notification, which alerts the team by text or email when a vehicle is due to arrive on site. This is calculated through a combination of historic journey data and real time satellite navigation information.

Another feature, which is important to Chambers Recycling is the newly developed credit card integration, which provides the business with a hosted checkout solution. Vitally, the data is encrypted and complies with PCIDSS standards. Transactions are generated in the system's back office and multiple credit card payments can be accepted at the same time. PURGO stamps the transaction as paid and automatically adds the credit card authorisation details. Importantly, no credit card details are stored locally; this is all handled by a Mastercard cloud-based system.

This reduces banking charges and ensures security and compliance. PURGO can also process customer refunds and financial reports can be downloaded from the application. Joe Barnes, Sales Director of VWS Software Solutions says that "Chambers Recycling were looking for a partnership, rather than just a software supplier. We've working closely with them and built good working relationships." Joe continues "software longevity was important to Chambers Recycling - they were looking for a long term solution, which would offer developments that would grow with the business. PURGO delivers this!"



Bywaters reduces cost and heightens efficiency with PurGo and bin-weighing



On 4 April 2018 London's premier recycling and waste management company, Bywaters upgraded its ERP system with PurGo waste management software. The company quickly noticed the benefits, as did customers, particularly in terms of cost and resource efficiencies.

Bywaters has been providing waste management services to London for over 100 years. The company started life at the end of the First World War as one man, John Glover, operating from a horse and cart. Still run by the Glover family, Bywaters is now the Capital's premier recycling and waste management company, employing over 400 people and serving thousands of businesses across the city.

After extensive trials, Bywaters chose to invest in PurGo to manage all its waste collection and management processes end to end. PurGo replaces a previous outdated system, which didn't integrate all the company's operations and mobile devices.

Craig Gregory, Associate Director for Commercial Operations, Bywaters: "I have project managed many software projects over the years and they've all proven very difficult to implement so I was very sceptical about PurGo from the start. However, dealing with VWS Software Solutions has been a very different experience. They are honest, transparent and easy to deal with. The project was delivered on target, and on budget.

"The transition from our old system to PurGo was very good, mainly due to the team at VWS Software Solutions who went above and beyond to ensure a smooth conversion."

"Key features include route planning and optimisation functions, printable invoices and the ability to measure profitability."

PurGo software and interface is highly automated, intuitive and user-friendly, and enables all the information about jobs to be uploaded remotely on PDAs carried by drivers. Customers can receive automatic job confirmations and Waste Transfer Notes (WTN) via email and have access to in-depth information from the name of the driver and the type of vehicle, to the time they arrived on site and the amount of waste collected. Key features include route planning and optimisation functions, printable invoices and the ability to measure profitability.





PurGo joins up all aspect of Bywaters' operations including customer services, transport management, workshop engineering, its weighbridge and MRF operations, waste collection crews and finance departments. It also integrates with the company's existing software systems to provide comprehensive control over all information in one place.

Kelly Geraldo, Bywaters' IT Applications Manager, said of the upgrade to PurGo:

"This is some of the most state-of-the-art software available. We are very pleased with how it is working and it is enabling cost savings because we can work more efficiently and effectively – which is beneficial to ourselves and our customers."

A fully integrated bin-weighing and software management system

PurGo integrates seamlessly with the VWS' Enviroweigh dynamic bin-weighing systems, which is fitted to 24 Bywaters collection vehicles.

Craig Gregory, Bywaters: "PurGo is proving to be a very robust, easy to use system. It integrates well with our bin weighing and other business systems, and we are using it to run our business very effectively."

"This is some of the most state-of-the-art software available."

Paper-free!

A key benefit of PurGo is its ability to reduce or even eradicate the need for traditional administrative processes and paperwork. In this case Bywaters has been able to streamline its operations and run a paperless system, resulting in efficiency savings and a more sustainable service for its clients.

Added Kelly: "The system has already reduced our stationary costs. Now there is no paper waste, only emails – fitting with Bywaters' commitment to sustainability.

An internal review of PurGo at Bywaters, asked users across different departments to give their feedback on the system. Staff highlighted a number of features, which help them perform their roles more effectively. These included the easy to use reporting, planning, reviewing and searching screens, with all the information available one place, as well as live vehicle tracking and the ability to identify different sites. The automation of waste transfer tickets, which previously would need to be manually processed was emphasised as a significant time-saver, and PurGo's weighbridge functions, such as automatic total weights on the transaction screen, were also well received.

Andy Mirecki, Managing Director, VWS Software Solutions: "Bywaters runs a 24/7 operation, and despite effectively having no down-time for maintenance the system works very effectively. We have completed Phase 1 of the project and are now moving onto Phase 2, which involves developing the system further to directly integrate with suppliers and customers 3rd party systems."



Cartwright updates with PurGo



Telford-based Cartwrights Waste Disposal Services Ltd wanted to 'move with the times' and cut down their paper trail, so they decided to replace their outdated software with PurGo Waste Management Software.

Cartwrights Waste Disposal has specialised in the delivery of integrated waste management solutions and skip hire for over 35 years. Operating across the whole of Shropshire and surrounding areas, their customers range from SME's to blue chip multi-nationals. The company is committed to its customers and the planet, and maximises recycling and reuse efficiencies wherever possible, facilitated by its own fully licensed waste transfer station and recycling centre in Telford.

"Our systems were inadequate and we needed to update our software to enable us to become a more efficient, paperless operation. We also wanted to have access to real-time data to identify areas where we could improve productivity and reduce costs."

**Scott Smith, Operations Manager,
Cartwrights Waste Disposal Services Ltd**

PurGo from VWS Software Solutions is an ERP (Enterprise Resource Planning) software system designed for waste management & recycling operators and materials processing facilities, which integrates seamlessly with other business systems and software packages. Customers pay a monthly subscription for the use of the software, which includes a support service should they need it. The software and interface are highly automated, exception driven and most importantly intuitive and user friendly.

versions of it."

A key benefit of PurGo is its ability to reduce, or in certain cases completely eradicate, the need for traditional administration processes and paperwork.



Scott: "PurGo offers us the ability to integrate our vehicle operations with our back office and administrative functions so that everything is recorded for our purposes and for our customers. We can now track every vehicle and have live feedback from our collection crews. This means we can monitor every collection round. If there are any issues such as no bin, an over filled bin, lack of access or if one of our vehicles breaks down, we know about it and we can take immediate action."

A popular feature of PurGo with customers is that they can access their own web-based portal, which allows them to download job tickets, weigh tickets, invoices and other data whenever they need it. The feature works in line with the real live time data from the in-cab devices which has been recognised as a big hit for Cartwrights extensive customer base.

Cartwrights has also installed the Enviroweigh bin-weighing system from VWS to its fleet of trade waste vehicles. PurGo integrates seamlessly with Enviroweigh and together the two systems are particularly effective at identifying potential missed revenue from customers who regularly present heavy or overweight bins.

Scott: "With our trade waste collections we have benefited from knowing exactly where we were losing revenue and we now charge appropriately. Another benefit of knowing the exact location of our drivers is route optimisation; we can examine the routes to make sure vehicles aren't crossing and make any necessary changes to improve the efficiency of rounds."

PurGo also offers a range of auto-communication features such as sending emails to customers advising them that a vehicle is on its way or if a collection is running late.

"With our trade waste collections we have benefited from knowing exactly where we were losing revenue and we now charge appropriately."
Scott Smith, Operations Manager,
Cartwrights Waste Disposal Services Ltd

All Cartwrights' drivers are equipped with a PDA, which they use to log the details of each job e.g. weights, times and signatures. If there is a problem with a collection the handsets enable the drivers to report back to head office immediately and they can even take a photograph for evidence. Customers can be contacted immediately and notified of any issues. The whole process is transparent.

PurGo joins up all aspects of the operation including customer services, transport and route management, weighing, collections and finance.



Cartwrights have integrated PurGo into every area of the business, which means there are now consistent processes and procedures for everyone to follow.

Scott: "From a potential customer's first call enquiring about our services or the first contact with one of our sales force, from that point onwards, every communication, quote, activity and invoice is recorded so we build up a detailed file for each customer."

"As a result of using PurGo we are now able to offer a much more robust and thorough service. We can provide our clients with detailed information and statistics, and advise them about how to reduce their costs, increase their reuse or improve their recycling rates."

Joe Barnes, Sales Director, VWS Software Solutions Ltd: "Cartwrights is a progressive family business that has been growing steadily for the last few years. They wanted to take the business to the next level and we were delighted to help. It's great to see the ease with which their drivers have deployed the PurGo in-cab solution, which is crucial to making the whole operation tick. Issue management, backed up by image capture, tracking data and live integration with the back office allows them to continually improve their customer service and has helped to greatly reduce the number of customer queries."



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."

"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"

John Stephens, Group Logistics Manager

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.



Integrated Weighing System Guarantees Full Traceability At Gaskells



Owners of the largest commercial recycling facility in Liverpool, Gaskells, have invested in an integrated bin-weighing and software system to track and record the weight of every collection providing complete transparency for its customers.

Jonathan Gaskell, Managing Director, Gaskells said:
"We pride ourselves on providing our customers with exact information on how much waste is being recycled, and where it is going, to provide full traceability. We are now able to charge precisely for what we collect, no more or less, plus we can schedule collection rounds more effectively. We keep detailed records for each customer, which they can use for compliance with environmental management standards or to improve the efficiency of their own operations."

Gaskells are using the ENVIROWEIGH bin weighing system and PURGO software from British company Vehicle Weighing Solutions Ltd (VWS), a UK market leader in on-board weighing, bin weighing and axle load protection systems. The ENVIROWEIGH bin-weighing system is known for its accuracy and its weights & measures approved so it can be used for Pay By Weight services.

PURGO has been designed specifically for waste management operators to streamline processes from Sales through to Operations including route scheduling, admin, billing and reporting, and uses technology such as in-cab PDAs.

"It's easy to use and integrates seamlessly with our operations"

Jonathan Gaskell, Managing Director, Gaskells



It integrates well with on-board systems such as bin-weighing, CCTV systems, telematics/CANbus as well as with back office sales and accounting packages such as Salesforce, Sage and Coda. Customers pay a monthly subscription for use of the software, which includes a support service should they need it.

Added Jonathan: "We were looking for a system that would do it all and we found that with VWS. It's easy to use and integrates seamlessly with our operations. Our staff and our customers are very happy with the results."

Julian Glasspole, Managing Director, VWS said: "It is fantastic news that Gaskells are having such success with our integrated bin-weighing solution. In conjunction with VWS Software Solutions, we developed PURGO after receiving feedback from our customers who wanted an easier to use, bespoke software solution that takes care of their needs from beginning to end."

Gaskells was established in 1991 and now employs over 100 people. The company has grown by over 50% in the past 5 years and operates a 7-day a week waste collection service throughout the North West. The company's Materials Recycling Facility operates 24/7 and processes more than 70,000 tonnes of waste each year.

Keenan Recycling choose “game-changing” PurGo waste management software

Since 2014, Keenan Recycling has been investing in the digitisation of its operational systems. Already a customer of Vehicle Weighing Solutions, the national food waste collection company chose to migrate its systems to PurGo waste management software in early 2022 and Collections Director, Claire Keenan describes this as a complete “game-changer”.

Claire explains that “we were looking for a system that would allow us to access all our information from one place and that is what PurGo has given us.”

A key part of the company’s decision to make the change to PurGo was its “seamless integration with VWS ENVIROWEIGH bin weighing and the positive recommendations from other businesses in the industry”, explains Claire.

Commenting on the software’s usability and functionality, Andrew Gerlach, Head of Customer Service says that “we’re spending half the time entering and accessing our data now, compared to our previous system.

“we were looking for a system that would allow us to access all our information from one place and that is what PurGo has given us.”

**Claire Keenan,
Collections Director**



Simple to use and time-saving

“Feedback from other departments using the software is the same – they love it. It is so much easier to use.”

This is echoed by Driver, Andrew Wood who says, “The ability to change the job sequence has helped and also a depot bin and liner check is helpful.” All drivers receive jobs via PurGo to their handset and their feedback is instantly recorded and available in the software’s back office ready for use by customer service, finance or for reporting purposes.



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"To have automated reports, with everything on one page is great."

Comments like these demonstrate the software's foundations – built and developed by a team that's experienced in the industry and understands the day to day operational challenges. This is further backed up by Claire who highlights that "it is clearly designed for commercial collections", opposed to other generic systems which have been modified to work in this industry.

Automated reporting is a key feature highlighted by Keenan Recycling. Claire says "to have automated reports, with everything on one page is great."

Live tracking is another feature being used by Keenan Recycling. "Knowing where the vehicles are and being able to view their routes allows us to perform route sequencing verification – ensuring the routes are set up in the most efficient ways", Claire explains.



"the VWS Software Solutions team are willing to work with us and innovate. If our requirements evolve, the software can grow with us.
Claire Keenan, Director

Looking to the future, Claire says that something that has stood out for her is that "the VWS Software Solutions team are willing to work with us and innovate. If our requirements evolve, the software can grow with us.

"Moving forward, we will start to use other PurGo features such as the Customer Portal and use it for case management. We also hope to improve the management of our carbon savings, which aligns with our focus on sustainability."



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Leeds Recycling Company Forges Ahead With Pay-By-Weight



In December 2015 Leeds-based Forge Recycling installed PurGo software to work with its dynamic bin-weighting systems to identify heavy bins and potential missed revenue, and streamline its services to customers. Since introducing the new system and a new Pay-By-Weight service the company has continued to expand at an even faster pace.

Harvey Mills, Director and Co-Founder of Forge Recycling: "In the past two years we've more than doubled the size of our fleet, taken on more staff and increased revenue by 40% per annum."

"I'm in no doubt that introducing PurGo has had a major influence on the business and that our rate of growth is in part due to the improvements we have made since using the system. Issue reporting is far slicker now. We have live data so we know exactly where each and every vehicle is and what is happening. We can report a missed collection to a customer within minutes and they love that."

"The data enables us to be proactive in helping our customers to streamline the management of their waste."

Harvey Mills, Director and Co-Founder of Forge Recycling

The company's fleet of vehicles is equipped with the market leading, weights and measures approved ENVIROWEIGH bin-weighing system from Vehicle Weighing Solutions Ltd (VWS) and around 85% of the bins collected and emptied are now weighed.



PurGo, from VWS Software Solutions is an ERP software system designed specifically for waste management companies, recycling operators and materials processing facilities, to streamline processes, standardise procedures, provide monitoring and deliver reporting across all areas of the business.

Harvey: "It means that we can now charge for any excess weight collected, which is additional revenue that was previously being missed. However, this isn't just an increased revenue exercise. The data enables us to be proactive in helping our customers to streamline the management of their waste."

As well as providing a more dynamic, accurate and efficient service, PurGo has enabled Forge Recycling to identify new revenue streams and manage costly customers more effectively.

"We have introduced a new food waste and glass collection service, which means our customers can reduce the weight of their bins and improve their recycling rates."

PurGo integrates seamlessly with VWS bin-weighing systems, as well as other business systems and software, so that packages already implemented into a business become one with its waste collection activities. The software and interface are highly automated, intuitive and user friendly. Customers pay a monthly subscription for the use of the software, which includes the support service should they need it.

A key benefit of PurGo is its ability to reduce, or in certain cases completely eradicate, the need for traditional administration processes and paperwork.

Since introducing PurGo Forge Recycling has become an entirely paperless operation. A powerful round management tool, PurGo uses in-cab PDAs for scheduling, route optimisation, exception reporting, live vehicle location and activity reporting. PurGo data is communicated from the back office to the round crew via handheld devices and fixed in vehicle tablets. It joins up all aspects of the operation including customer services, transport management, workshop engineering, weighbridge operations, waste collection crews and finance departments.

Harvey: "Very quickly we went from paper route sheets to using PDAs. People can be resistant to change but everyone really embraced the new system and took it on board. Our drivers now use the PDAs to do their daily vehicle walk around checks, record pick-ups and drop-offs. They can also report any issues immediately. Removing the need for worksheets and paper-trails has definitely saved man hours."



Forge uses PurGo to schedule waste collections as well as manage ad-hoc deliveries of roll on roll off vehicles or skips. The software even manages the production of the annual duty of care transfer note required by every customer.

"The PurGo reporting function is very straightforward. We use the daily dash board, which gives us a summary of the previous day's missed collections. We recently won a major tender and this was in large part due to the reporting we could provide via PurGo."

Andy Mirecki, VWS Software Solutions: "PurGo offers a huge number of reports, which can be tailored to each customer's requirements enabling them to monitor specific aspects of their operations and service delivery. For example, the software allows you to monitor the profitability and efficiency of individual rounds or even individual trucks. The dashboard is easy to understand and provides all the important information at a glance e.g. collections that are behind schedule, ahead of schedule or complete; or how many failed lifts."

"Forge Recycling are a great company to work with. They are enthusiastic and keen to find better ways of doing things. Technology plays a key role and as early adopters they were one of our first customers."



URM Improves Performance With ERP System



The UK's largest purchaser and recycler of waste glass, URM (UK) Ltd, has reported an improvement in business performance following the implementation of an ERP (Enterprise Resource Planning) system.

Steve Dixon, Project and Systems Manager, URM (UK) Ltd: "In a matter of weeks we noticed the benefits. We now have a far more detailed understanding of what drives our business performance. Everything we do is now linked and transparent."

"We have become an almost entirely paperless operation, so the margin for error is much smaller."

Steven Dixon, URM (UK) Project and Systems Manager

The PurGo ERP software system from VWS Software Solutions has been designed for waste management & recycling operators and materials processing facilities, to streamline processes, and standardise procedures, monitoring and reporting across all departments. The software and interface are highly automated, intuitive and friendly, and integrate seamlessly with other business systems and software packages.

Steve Dixon, Project and Systems Manager, URM (UK) Ltd: "Two things stood out with PurGo. Firstly flexibility. VWS was happy to develop the system with us and for us, to meet our exact business needs. We were looking for a partner and that's exactly what they offered. Secondly the reporting structure is great. There are over 40 standardised reporting structures, which enables us to have complete transparency across the business. Now there is only one truth not 5 or 6 versions of it."



URM has introduced PurGo into the business in stages, department by department beginning with Transport & Logistics. Drivers now use PDA's to log on, do vehicle checks and send data back from weigh bridges, as well as record weight and location data. The URM workshop uses the software to facilitate the management of vehicles, repairs, servicing and inspection schedules.

The production module is being phased into the business and involves the complex integration of 4 glass processing sites. Once fully implemented this will allow for the control and measurement of

material flow from feedstock through sorting equipment to end-products and waste. It will also monitor the speed, efficiency, profitability and performance of processing down to shift and operator level.

Andy Mirecki, VWS Software Solutions Ltd: "It's great to be able to work with URM on such high-tech equipment. Their processing plants are state of the art; the best in the world really."

Steve Dixon added: "Our customer service has improved, even the way we answer the phone. PurGo requires everyone to be accountable, every call to be logged, and deadlines to be made and achieved."



Weighing Up The Benefits Of An Integrated Solution



Based in Exeter, Devon Contract Waste is committed to providing a sustainable solution for commercial waste producers in Devon and they're proud to be the first and only Zero to Landfill solution that extracts all that can be recovered for recycling.

Currently, this service is only operated for the company's trade waste customers, as some clients either don't have suitable waste for processing or it's of a hazardous nature. Landfill plays a role for some waste types, but for resources that could otherwise be recovered, Devon Contract Waste believes that being buried in the ground to rot over hundreds of years is simply not acceptable in this century.

Housed in a new state of the art Material Recycling Facility in Exeter, Devon Contract Waste's new plant has the capacity to divert over 75000 tonnes of waste produced in Devon each year from landfill using the company's high tech sorting techniques. The plant enables commercial waste and dry mixed recycling to be collected together, at the same time and often in the same container, reducing the impact that separate collections make on the environment and, of course, costs. Businesses who produce food waste and glass have separate containers and collections for those streams, leaving everything else to go in one bin.

"We are committed to zero to landfill and our partnership with VWS is helping us to achieve this"

Simon Almond, Devon Contract Waste Managing Director



Devon Contract Waste's Managing Director, Simon Almond has been aware of bin weighing specialists, Vehicle Weighing Solutions (VWS) since he first met VWS Managing Director, Julian Glasspole in 2006. In this time, he's contemplated the idea of introducing a measurable bin weighing system into his operation, but had been sceptical about the decision with concerns around the significant financial investment and the reliability of the equipment. However, Simon's attitude towards the technology has been completely turned around and he says that "I would never again want a truck without ENVIROWEIGH bin weighing fitted". For years, Simon was running his operation based on average weights, but now the actual weight of each bin is measured and recorded, new opportunities and working practices are available to the business.

Previously, without knowing the exact weight of each customer's waste collection, Devon Contract Waste's customer tariffs were based upon collection averages, rather than actual weights. According to Simon, "this meant that some customers were potentially underpaying for their collections and actually costing our business money". By installing ENVIROWEIGH on the fleet's 8 RCVs, Simon explains that "customers can now be billed in a fair and consistent way."

After several years of seeing the business benefits of ENVIROWEIGH bin weighing, Simon began looking for a waste management software solution which could help to introduce further controls within his collection operation and provides the business with better business intelligence. A key part of Simon's specification was that the system must integrate with his bin weighing system. His timely search coincided with the launch of PURGO waste management software in 2015 and Simon began investigating the solution straight away.

The technology was designed and developed by VWS Software Solutions; an associated VWS company. PURGO seamlessly integrates with ENVIROWEIGH bin weighing and the lifts and weights are recorded directly into the system in real time, against customer records.

So, in September 2015, with 5 brand new RCVs on order, Devon Contract Waste placed an order for PURGO in each of the new trucks.

"I would never again want a truck without ENVIROWEIGH bin weighing fitted"

Simon Almond, Devon Contract Waste Managing Director



Before the introduction of PURGO, one of the biggest challenge for Devon Contract Waste was the unknown. Relying on customer and driver feedback to make decisions, raise invoices and allocate costs was difficult to manage efficiently and effectively.

Simon explains that a typical example of this was a customer "claiming that their waste had not been collected." Simon continues, "Without the waste collection software, there was little information for us to base our decisions on. We have tracking on our vehicles, but that's not enough. That doesn't tell us whether the bin has actually been emptied. PURGO enables the driver to record everything in real time - as it happens. If a driver hasn't made a collection, we soon know."

With this information at his fingertips, Simon says he feels "more confident about operational costs" and calculates that "the system has resulted in an additional £1,500 revenue each week, which means that it more than pays for itself!"

"the system has resulted in an additional £1,500 revenue each week, which means that it more than pays for itself"



As the round data is captured and Devon Contract Waste monitor actual collection activity, they can adjust customer billing accordingly. Simon explains that "if they're paying for more weight than we are collecting or they require more lifts than they already receive, we can charge them accurately and in a fair way." Simon confirms that in some instances, this has meant "reducing customer bills, but this means that we are more competitive and our customer retention rate is high".

Devon Contract Waste is also using PURGO to offer additional value added services to their customers. KPIs and league table reports are offered to customers to track waste performance by depot or over time.

Simon Almond has also been very impressed by the level of service offered by VWS in order to avoid vehicle downtime. Recently, a Devon Contract Waste front end loader vehicle was collected from Exeter on a Friday evening and driven to the VWS factory in Chesterfield, Derbyshire, retrofitted with the weighing system over the weekend and then delivered back to Exeter by Sunday afternoon. The whole process had zero impact on Simon's operation.

Investing in PURGO is enabling independent waste operators to lead the way in the industry and provide best in class service. Alongside Devon Contract Waste, National Resource Consortium: an association of like-minded private operators have now joined together to promote industry quality standards and share best practice. ENVIROWEIGH and PURGO will continue to help waste operators innovate and drive their businesses forward.

