![Routeware]

American Refuse

Scaling business with real-time communication and quick rerouting capabilities

With over 30 trucks providing roll-off, commercial, and residential services, American Refuse hauls trash, recycling, and organics in San Joaquin Valley, California.

Challenge

* Roll-off staffing, operations and revenue were suffering due to a lack of real-time communication

* Business could not scale efficiently because adding customers requires rerouting, which took days to complete on paper

* Seasoned drivers were skeptical and hesitant about using in-cab technology

Results

* Real-time communication among customers, drivers, and office staff reduces friction, improves efficiency, and increases revenue

* Rerouting to accommodate additional customers can be completed in about two hours, allowing business to scale

* Drivers trust onboard computers to help them get the job done more easily and efficiently every day

"We can see that a customer needs more service or that a cart is overfilled – and we can show the customer with a photo. ... CORE completely changed the dynamics of those conversations. "

"The software is the heartbeat of the company. I can't tell you how much CORE changed things for our team."
Jeff Martin
Owner

About Routeware

Routeware is the waste and recycling industry's most trusted software and technology company. Our enterprise solutions help municipalities and haulers save time and money, increase efficiency, improve safety, and green up our world. Find out more at www.routeware.com