The Routeware Report
2023

Transforming waste collection to drive a better future for generations to come.

Routeware

SHARED TOOLS

Thank you for working together to drive a better future for generations to come!

1.3 Billion Notifications Sent

50 Million Residents Served

7.5 Million Users of Our Apps

10,000+ Trucks Using Our Technology

395 Tutorial Webinar Attendees

73 New Communities Go Digital

2023 YEAR IN REVIEW

2023 TOP HIGHLIGHTS

WELCOMED OUR NEW CEO, PAUL RAFALOWSKI!

This year we welcomed Paul Rafalowski as the new Chief Executive Officer of Routeware.

Paul originally joined Routeware as Chief Revenue Office (CRO) in late 2022, bringing over 25 years of leadership experience in scaling technology organizations.

So far, Paul has hit the ground running driving Routeware's future product vision and overall mission.

If you missed Paul's formal announcement, you can check it out here.

RECYCLIST & COMPLIANCE PUBLISHING ACQUISITIONS

This year we expanded our offering of solutions by welcoming both Recyclist and Compliance Publishing into Routeware's portfolio.

Recyclist provides cloud-based solutions that make solid waste program management and education easy. With the Recyclist Program Tracker, customers can track their solid waste and recycling program's compliance and outreach efforts, reducing the need for spreadsheets and paperwork.

Compliance Publishing offers a comprehensive online OSHA Compliance program for

Medical Waste companies to distribute to their customers, making it easier to compete, and streamline operations with cloud-based electronic medical waste manifesting, Scheduling, Routing, and Invoicing to increase operations efficiencies

To learn more, you can read the announcement press releases here:

Recyclist
Compliance Publishing

NEW ROUTEWARE HELP CENTER

One location for all things customer support & learning: **support.routeware.com**

The introduction of the Routeware Help Center in April brought one centralized location for all of our solution's help resources. Additionally, customers are now able to submit and manage their support inquiries.

So far, we've seen over 14,000 viewers visit the Help Center, an average of 2,000 article views per month.

Be sure and check in on this resource often, as it is constantly growing each week with new content!

Routeware Help Center
Best Practices | Community | Education

Choose your product area

Routeware
Fleet Management

ReCollect, Recyclist
Engagement and Self-Service
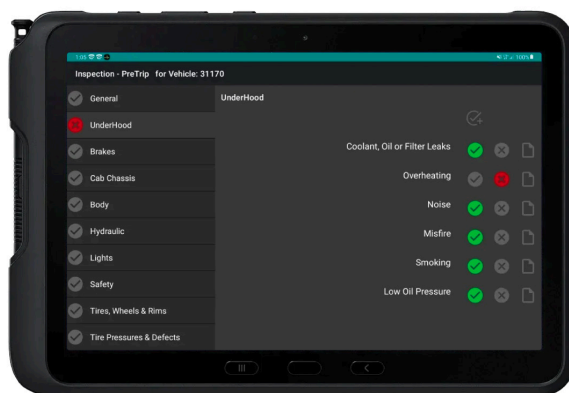
CORE
Back Office and Payments

EasyRoute, Digital Depot
US and UK Routing Products

Stay in Touch
Customer Stories
Blogs

Level Up with Webinars
Register Now
Watch Past Webinars

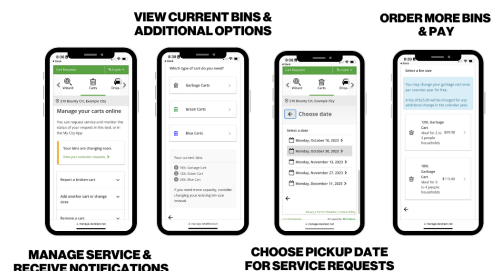Curious about advancing your waste services with new tools? Let's Talk!

PRODUCT RELEASES

rwMobile's new DVIR solution

VIEW CURRENT BINS & ADDITIONAL OPTIONS

ORDER MORE BINS & PAY

MANAGE SERVICE & RECEIVE NOTIFICATIONS

CHOOSE PICKUP DATE FOR SERVICE REQUESTS

ReCollect's new Service Request tool

In addition to several new feature and product launches this year, (including the two pictured on the left) it was our team's motto to ensure stability of our current offerings.

With that came consistent product fixes, released on a regular cadence. To reference any past releases, you can login to the Help Center at support.routeware.com and click in to the Release Notes folder of your applicable solution(s).

Additionally, our Development Team embarked on multiple security audits that can be found on our new Trust Center site. The Routeware Trust Center is our commitment to transparency for our customers with automated tests showing proof of our real-time security posture and compliance. In addition, select policy documents are available for review along with our current SOC2 audit report.

2023 TOP HIGHLIGHTS

Routeware

We hope you've enjoyed this glimpse into the world of product development and outreach at Routeware; our teams love building tools and connecting with you to solve real waste management challenges you might be facing.

Our commitment to continuous tool updates and connecting with our community means you stay at the cutting edge of digital technology (and way ahead of the curve).

WWW.ROUTEWARE.COM