

# Waste & Environmental Services

## Transform the way you work

Every year Local Authorities are being challenged to meet increasing demands for environmental and waste service delivery whilst coping with new legislation and the rising expectations of Central Government, residents and the wider environmental stakeholder groups.

### Why Civica Waste Management?

The costs involved in delivering Waste and Environmental Services are significant and are spread across fuel, staff, vehicle and asset management, maintenance, consumables and technology. Civica can assist in the identification and management of these costs and, through partnerships with other sector experts, can provide innovative ways of reducing the cost of service delivery through technology and process re-engineering.

Many sites will already have the core management information software they require available as part of the Authority Public Protection software used by other services or departments at their own Local Authority. This provides a quick route to implementation and leverages existing investment to reduce costs.

### How does it work?

Civica provides an integrated waste management and environmental services solution with specialist expertise in the following areas:

- > In-cab vehicle screens for reporting and tasking
- > Vehicle and crew tracking using GPS positioning
- > Enforcement fixed penalty notices for mobile street management
- > Customer self-service and tracking for automated updates on the status of service requests
- > Back office system for complaints/enquiries, contract management, rounds management, schedules of works and all associated activities
- > Dynamic links to GIS systems, contact centres (CRM), corporate gazetteer, payment channels and other third party systems
- > Fleet management software to control fleet costs, manage compliance and improve operational efficiency.



### Benefits of integrated Waste Management solution

- > More efficient service delivery
- > Improved management information
- > Real time updates using in-cab or mobile devices
- > Better utilisation of vehicles, reduced fuel costs and carbon dioxide emissions
- > Improved customer service with faster response to requests or queries
- > Job scheduling and links to optimised routing
- > Proactive services for clean streets including graffiti, abandoned vehicles and other forms of Environmental Enforcement.



**CIVICA**

#### London, UK

Tel: (+44) (0) 20 7760 2800  
2 Burston Road, London  
SW15 6AR  
marketing@civica.co.uk  
[www.civica.co.uk](http://www.civica.co.uk)

#### Leeds, UK

Tel: (+44) (0) 113 244 1404  
Vanguard House, Dewsbury Road  
Leeds LS11 5DD  
marketing@civica.co.uk  
[www.civica.co.uk](http://www.civica.co.uk)

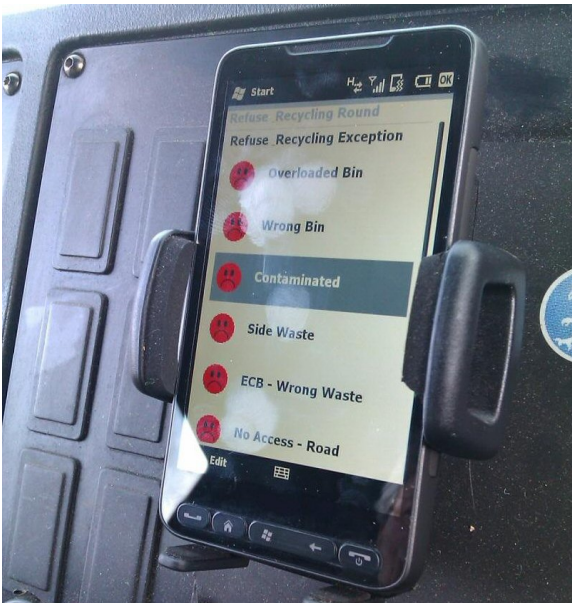
## Mobile Working

Civica's solution incorporates mobile working technology which can transform your business while generating significant savings. A range of mobile working solutions can be deployed to replace paper-based processes, allowing operatives to capture round details and report back in real time to the contact centre on progress made. Action can be taken to efficiently deal with missed, stolen or contaminated bins, graffiti, fly tipping and other environmental nuisance and enforcement matters.

Integration with GPRS and satellite navigation technology for on-line mapping and scheduling ensures optimum routes are followed resulting in a reduction in fuel costs and associated carbon emissions. Our delivery partner's route optimisation technologies can take into account width, height and weight restrictions.

### Benefits of mobile working

- > Increase operative productivity
- > Improve customer satisfaction with real time updates
- > Reduction in administration and duplication of data entry
- > Monitor lone workers in the field
- > Improve vehicle utilisation, reduce fuel costs and carbon emissions.



Civica's comprehensive suite of mobile applications are available on a range of devices including handheld PDAs, tablet PCs, in-cab screens and rugged computers. All solutions are fully offline tolerant (for those areas where mobile connectivity can be a problem) and can be utilised irrespective of connectivity issues. Jobs are 'pushed' to devices providing real time updates to vehicles or mobile operatives whilst integrated printers and cameras enhance service delivery still further.

# CIVICA

## Customer news

Recent projects at **London Borough of Hackney** (now approved as a SOCITM Pathfinder project) and **Wyre Forest District Council** have seen Civica take their Waste Management software and solutions to a new level of practical and efficient service delivery.

**Veolia Environmental Services** use Civica's Tranman Fleet solution to comply with the legal conditions of their Operators Licence and manage operational safety.

Using document management & workflow with maintenance scheduling, Tranman manages by exception and flags whether vehicles have documents missing, when documents expire, when inspections are due or when outstanding documents need chasing up with Veolia's suppliers or workshops.



## STOP PRESS

Innogistic, a leading provider of specialist GIS and spatial products, are now part of the Civica group and bring additional vehicle management, routing and tracking features that are being incorporated into future efficiency based proposals to sites.

To find out more contact us on **01225 485000**

### London, UK

Tel: +44 (0) 20 7760 2800  
2 Burston Road, London  
SW15 6AR  
marketing@civica.co.uk  
[www.civica.co.uk](http://www.civica.co.uk)

### Leeds, UK

Tel: +44 (0) 113 244 1404  
Vanguard House, Dewsbury Road  
Leeds LS11 5DD  
marketing@civica.co.uk  
[www.civica.co.uk](http://www.civica.co.uk)