

CASE STUDY



Company

- Automated Waste Disposal (AWD), a Danbury, Conn.-based waste services company

Industry

- Waste/facilities management

Challenge

- Effectively manage operational costs
- Protect company assets
- Deliver timely customer service

Solution

- @Road GeoManager iLM[®]
- @Road GeoManager PE

Results

- Return on investment within two months of implementation
- Up to 75 percent reduction in overtime costs
- Vehicle savings of about \$1 million, plus savings on labor, fuel and maintenance

Automated Waste Disposal Realizes Dramatic Savings in Overtime and Vehicle Costs With @Road[®] Mobile Resource Management Solutions

In the waste services business, delivering timely service to customers, effectively managing operational costs and protecting company assets are top priorities. These are all reasons why the Danbury, Conn.-based Automated Waste Disposal (AWD) chose the leading @Road GeoManagerSM Mobile Resource Management (MRM) solution for managing its mobile workers and fleet of more than 200 waste disposal trucks.

@Road GeoManager gives AWD real-time manageability and visibility into the locations and activities of their mobile workers via wireless and Internet technologies. Such GPS-based location information and other vehicle data is gathered via an in-vehicle @Road iLM[®] (Internet Location Manager[™]) device, then sent through secure wireless networks to AWD staff in the form of on-demand, Web-based @Road GeoManager application maps and reports, which show vehicle routes, speed, idling, stop locations, stop durations and more.

After implementing @Road MRM solutions in July 2004, it took only two months for AWD to realize a return on its investment. The company saw a 75 percent drop in overtime in just one week as a result of more accurate tracking of driver time. AWD was also able to identify and halt the occurrence of some employees using company vehicles for moonlighting.

"We have 10-15 people monitoring the system each day, plus I get @Road Exception Reports," said AWD Operations Manager Ciro Viento. Exception Reports provide notification—either in real-time text messages or in the form of daily reports—when a vehicle exceeds any limits set for speed, idling time, deviation from routes, excess time at stops or an excess number of stops. Viento said these reports are helpful to determine whether a vehicle is stopping at unauthorized locations or pre-programmed landmarks such as customer sites. They can also help identify safety issues.

"@Road gives us the ability to pinpoint the driver closest to a specific location... it saves us time, and it's a great benefit for our customers."

- Ciro Viento, operations manager of Automated Waste Disposal

CASE STUDY

continued

By using @Road to improve efficiency, Viento said AWD has not only been able to save on ongoing overtime costs but was able to eliminate the need for five or six vehicles. At a cost of \$175-\$200k each, those vehicle savings add up to about \$1 million, plus the labor, fuel and ongoing maintenance required to run them. The company has also realized increased customer satisfaction by using @Road to improve customer response times.

"@Road gives us the ability to pinpoint the driver closest to a specific location," Viento

said. "In the past, we had to call each driver individually and ask 'where are you?' Now we know. It saves us time, and it's a great benefit for our customers when we need to get to someone who was missed or who requests a special pickup."

AWD also uses the hand-held version of @Road GeoManager—@Road GeoManager PE (Pocket Edition™)—for improved manageability and visibility of its salesforce. GeoManager PE provides the same location-intelligent information as GeoManager iLM, only using a GPS-

enabled wireless phone rather than an in-vehicle installed device. Both solutions are part of the flagship @Road GeoManager Field Force Management (FFM) product line. Other @Road FFM solutions include the mid-range @Road Pathway_{SM} and the entry-level @Road Portico_{SM}. @Road delivers MRM solutions in the three key areas of Field Force Management, Field Service Management and Field Asset Management.

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- *Ciro Viento, operations manager of Automated Waste Disposal*

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About @Road

@Road, Inc. is a leading global provider of solutions designed to automate the management of mobile resources and to optimize the service delivery process for customers across a variety of industries. @Road delivers Mobile Resource Management (MRM) solutions in three key areas: Field Force Management, Field Service Management and Field Asset Management.

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