

Welcome to the My Council Services for environmental and waste services

We will begin at 1200



Digital transformation for environmental and waste services

Abavus Ltd.
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Abavus Ltd.

www.abavus.co.uk

Introduction and welcome

Berni Simmons

Sales & Marketing Director

Agenda

- Introduction & recent background
- Brief overview of platform structure
- Demo of Waste & associated modules
- Questions & Answer

Frequently Asked Questions

- Is this session being recorded?
 - Yes
- Can I get a copy of the slides? Can I see the case study you reference?
 - Yes, we'll email a PDF copy to you after the session has ended.
- Can we arrange a re-run for colleagues?
 - Yes, just ask us.
- How can I ask questions?
 - Your line will be muted to reduce background noise
 - Please use the chat facility in GTM – Direct questions to **Rachel Clinton** or Everyone (if we run out of time we will follow up with you afterwards)

Challenges to waste & environmental services



Resource intensive

Constant reductions in waste spending Opex and Capex



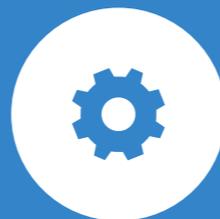
Lacking automation

Asking staff to do more with less resource



Missed or contaminated

Customers expect immediate response and action



Unvalidated collections

Customers can choose a number of public channels to make complaints



Lacking innovation

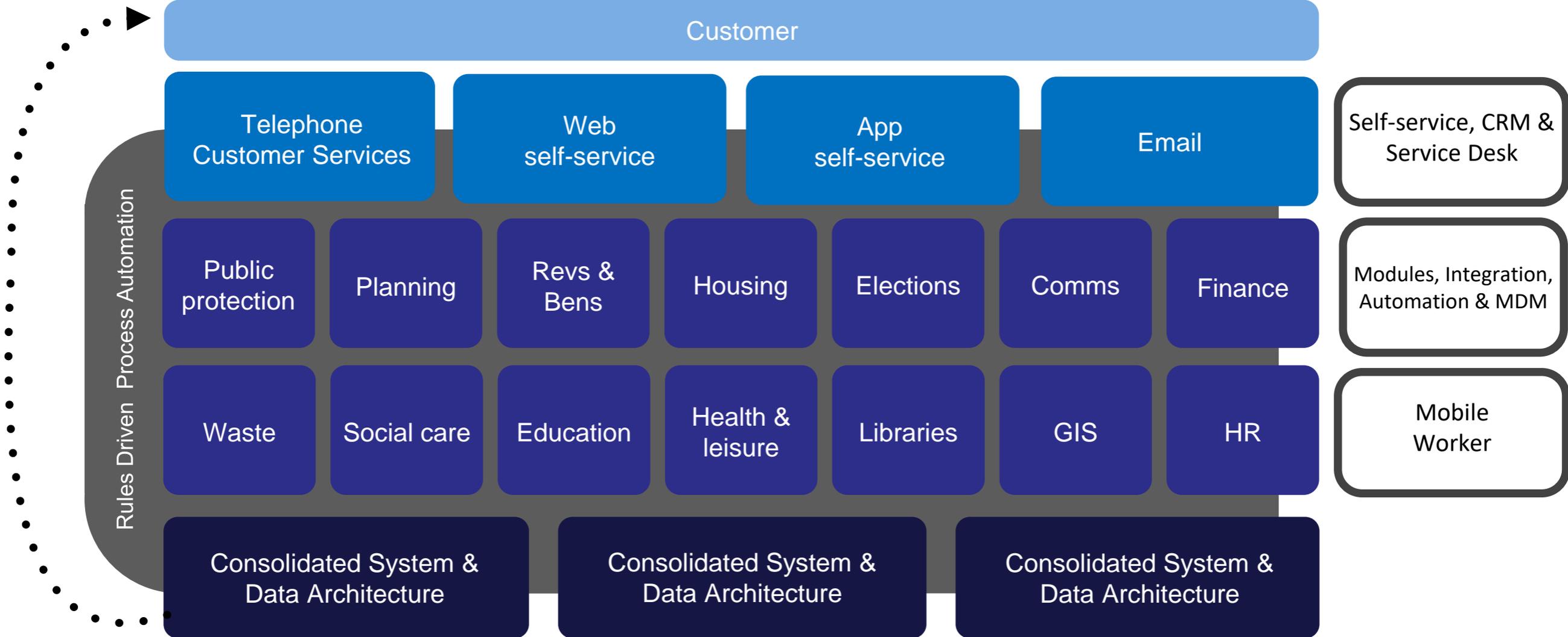
Budgetary uncertainty leads to a short term approach to waste management



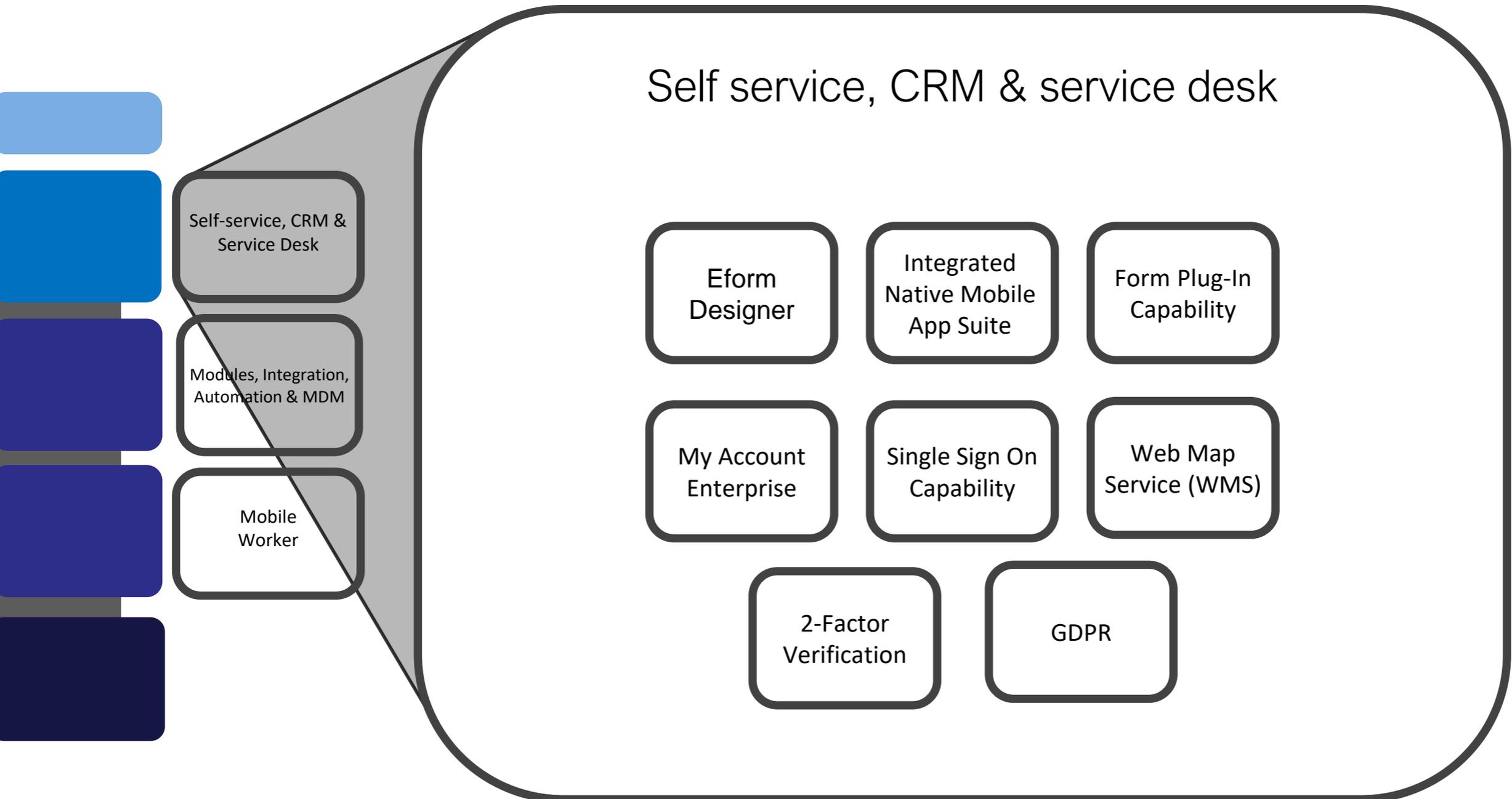
Analytics & analysis

Legacy software, and expensive change requests older technology is not sufficiently flexible

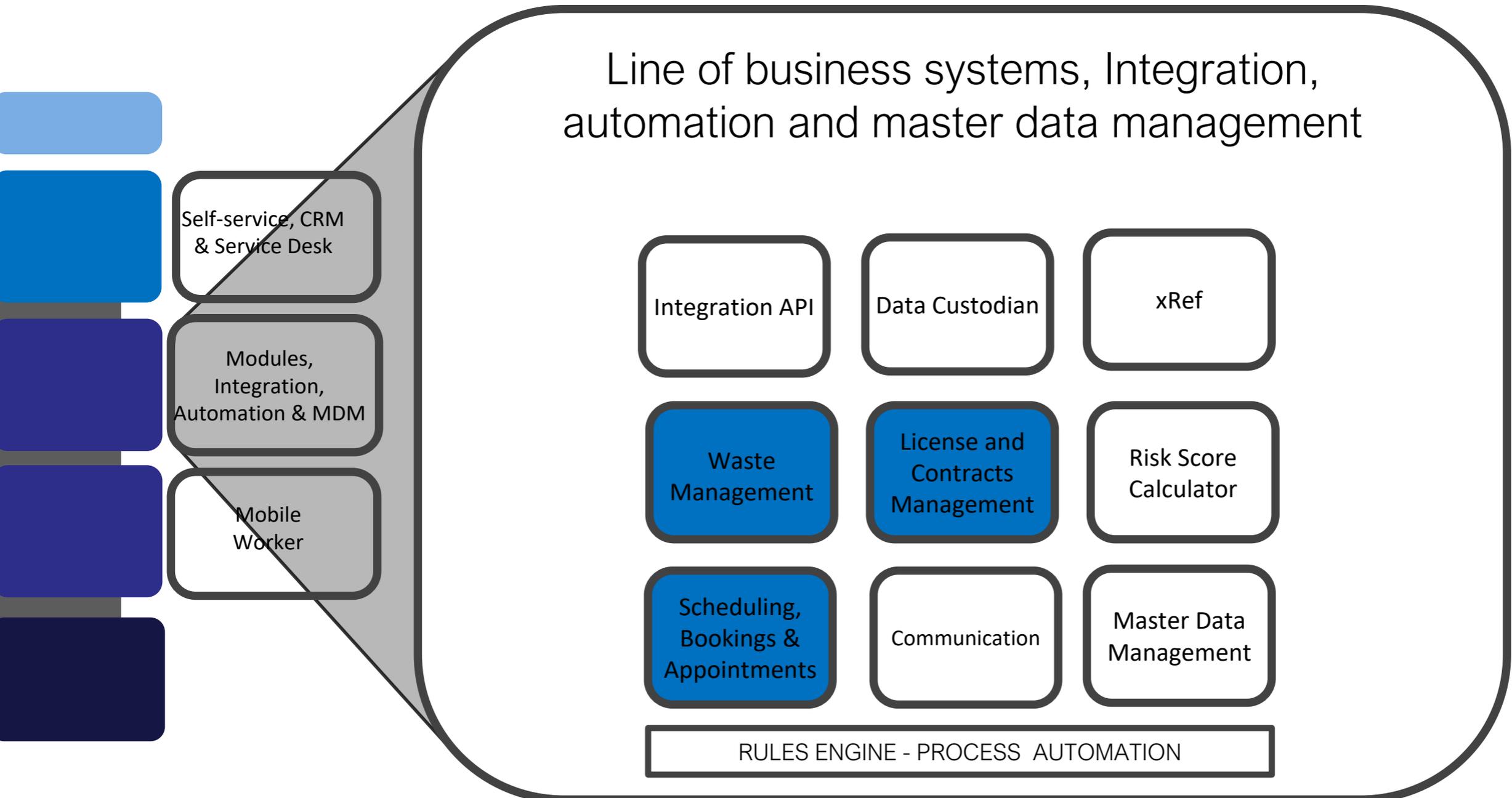
My Council Services & Contemporary Local Government Structure



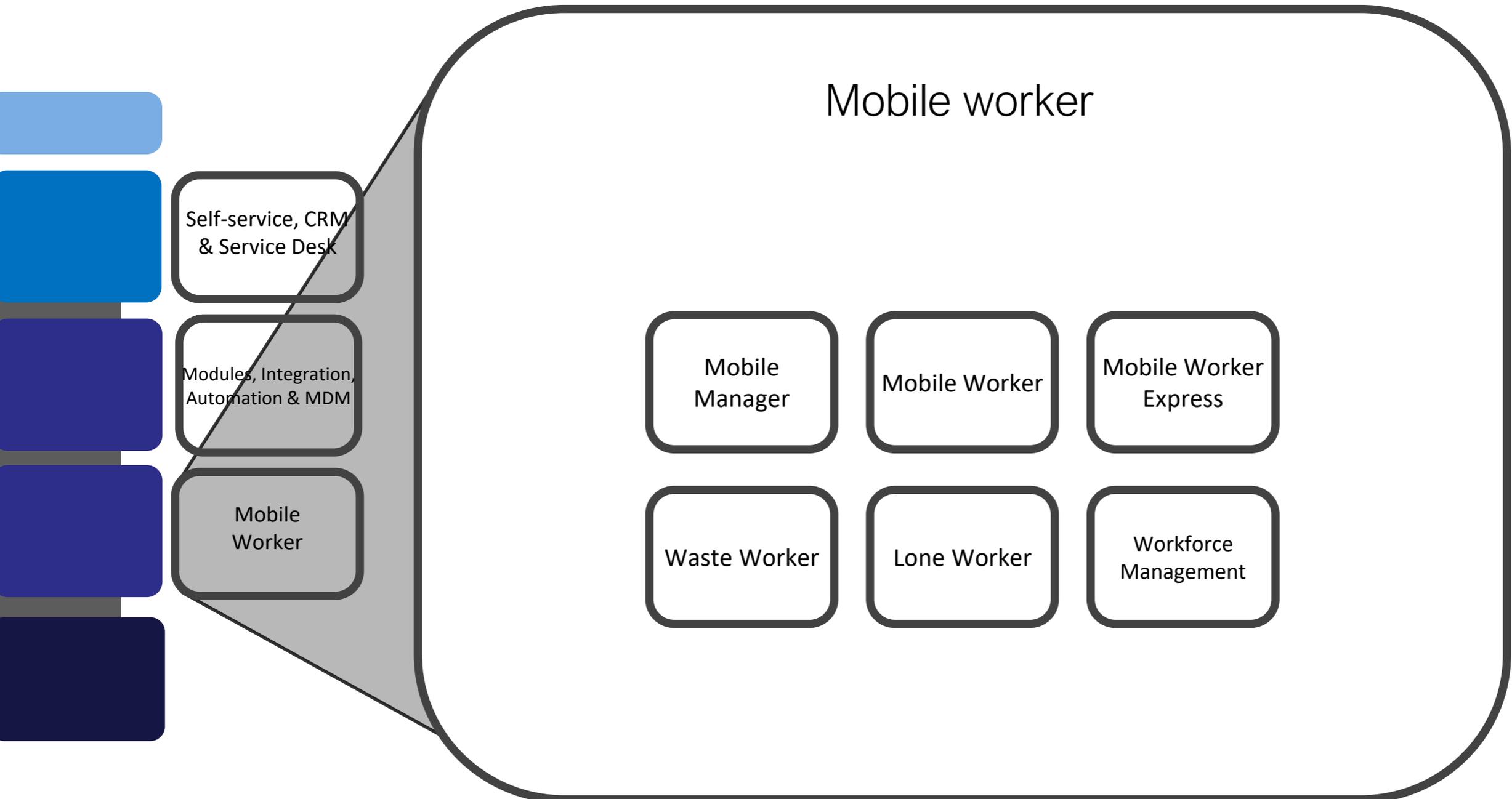
Components of Self Service & CRM



Components of Line of Business, Integration, Automation and Master Data Management

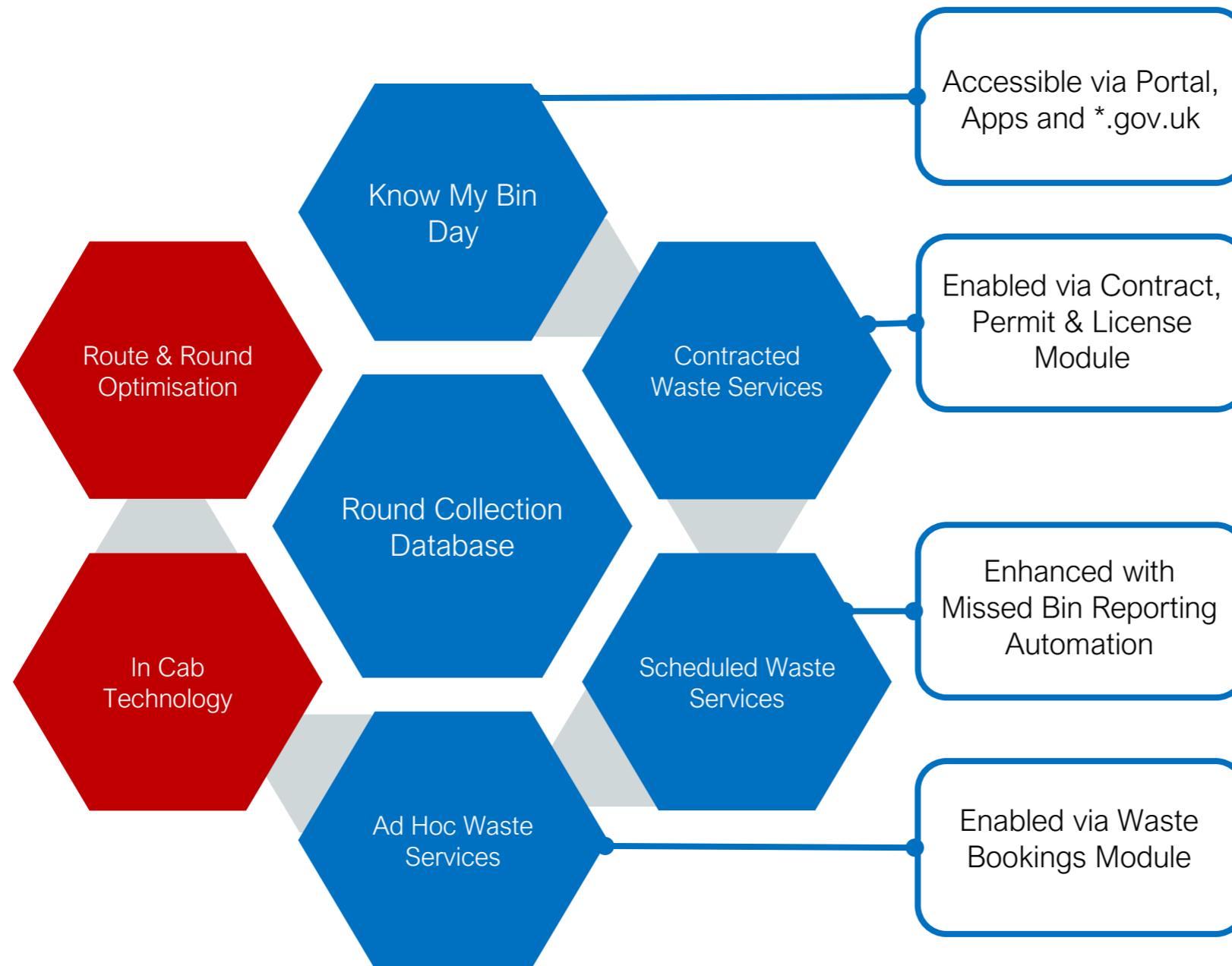


Components of Mobile Working



An end-to-end digital
process for all waste
streams

The Entire Waste Process Enabled



DOMESTIC



SHARPS & CLINICAL



GARDEN WASTE



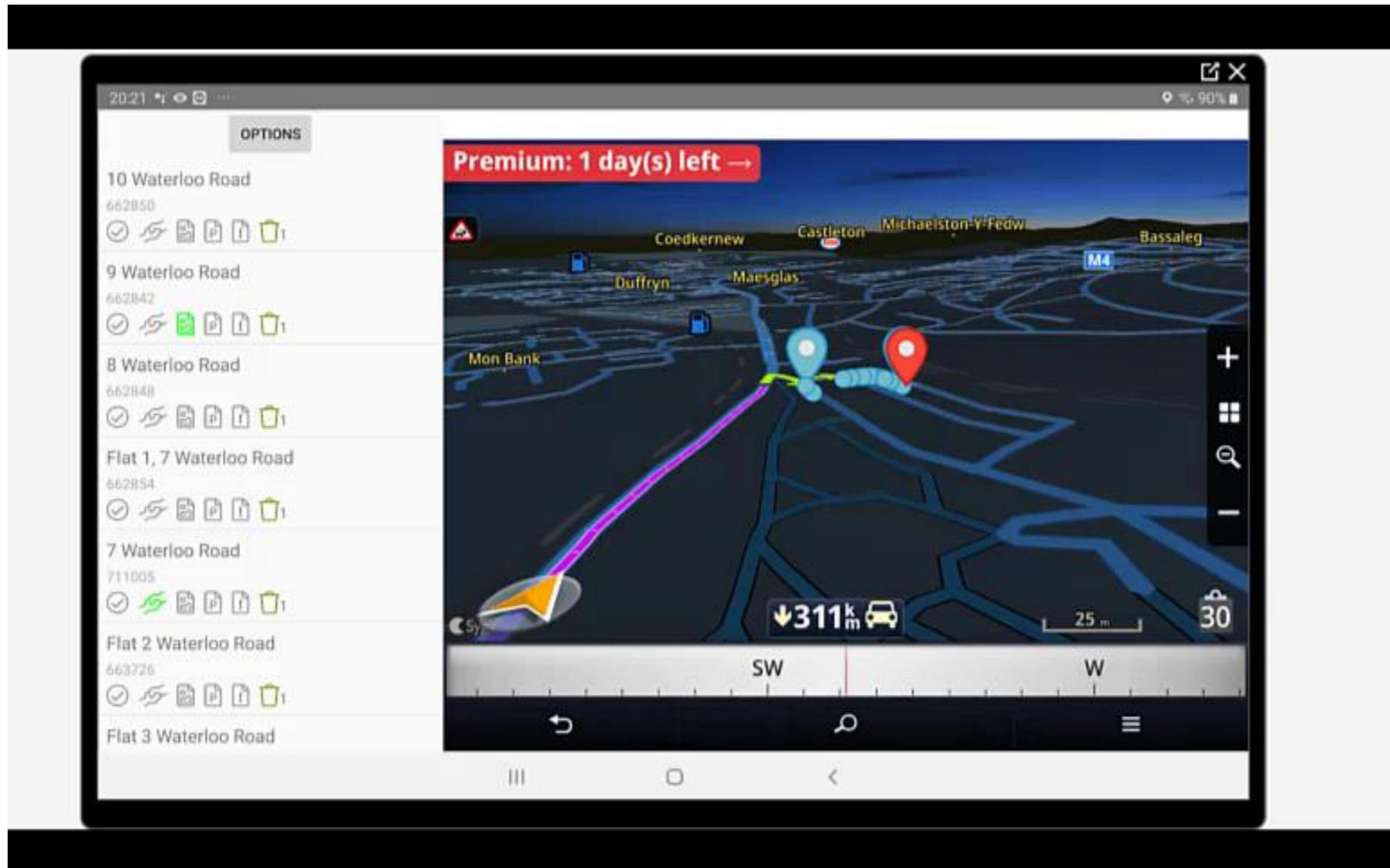
TRADE WASTE



BULKY COLLECTION

Demonstration

Round collection in progress...





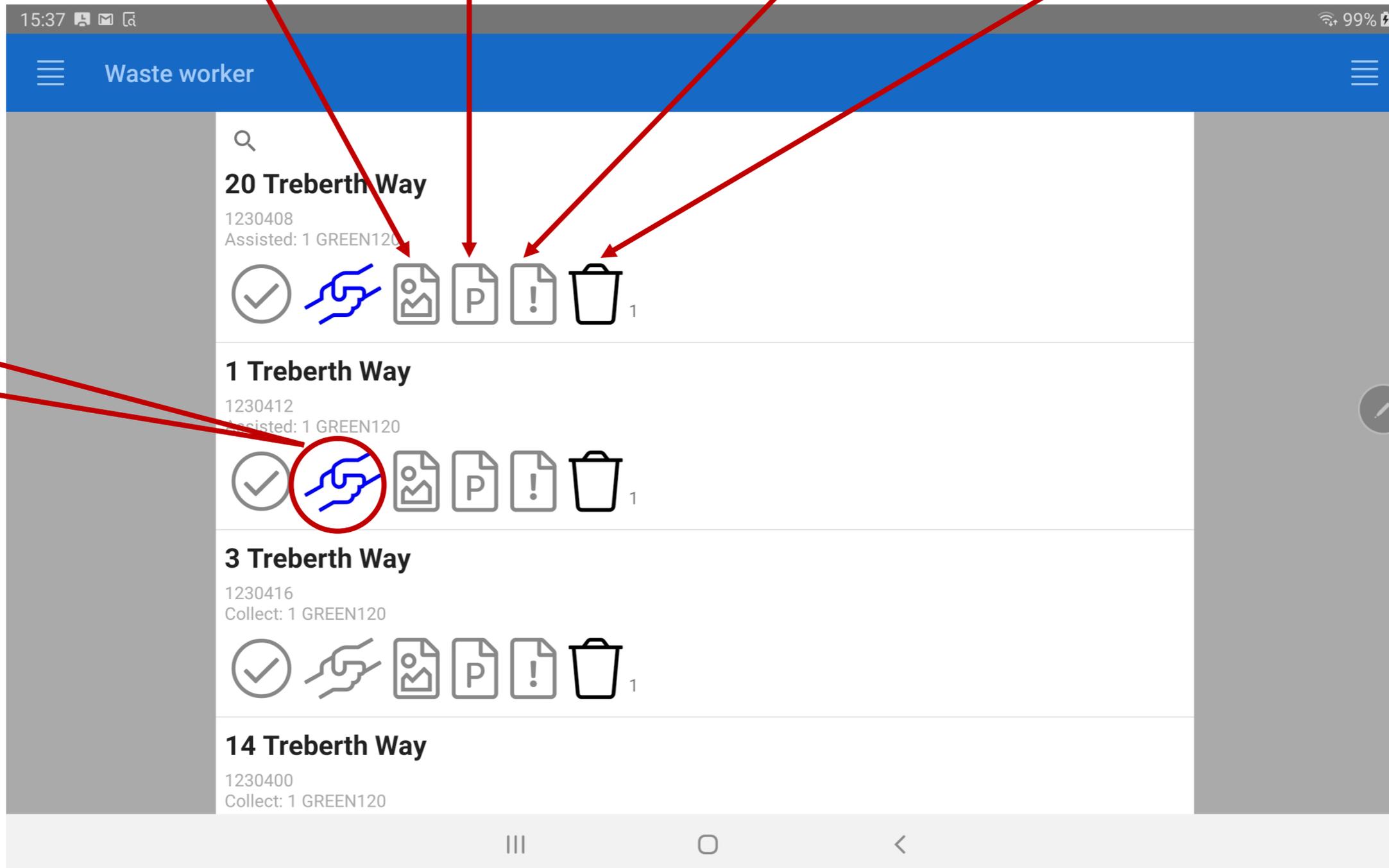
Street advisory e.g.
School do not enter
between 0845 - 0930

Property advisory e.g.
Gate code for access –
applies to all collection
types from this property

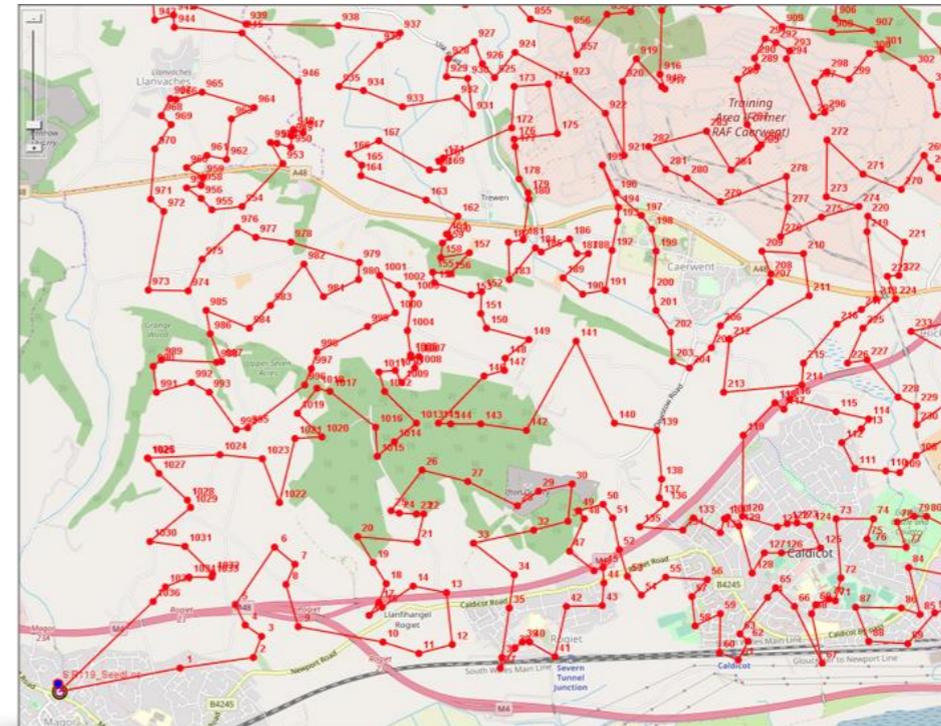
Special Instruction e.g.
collect container from
rear of property – specific
to collection type

Number of containers
to collect from this
property

Assisted
Collection



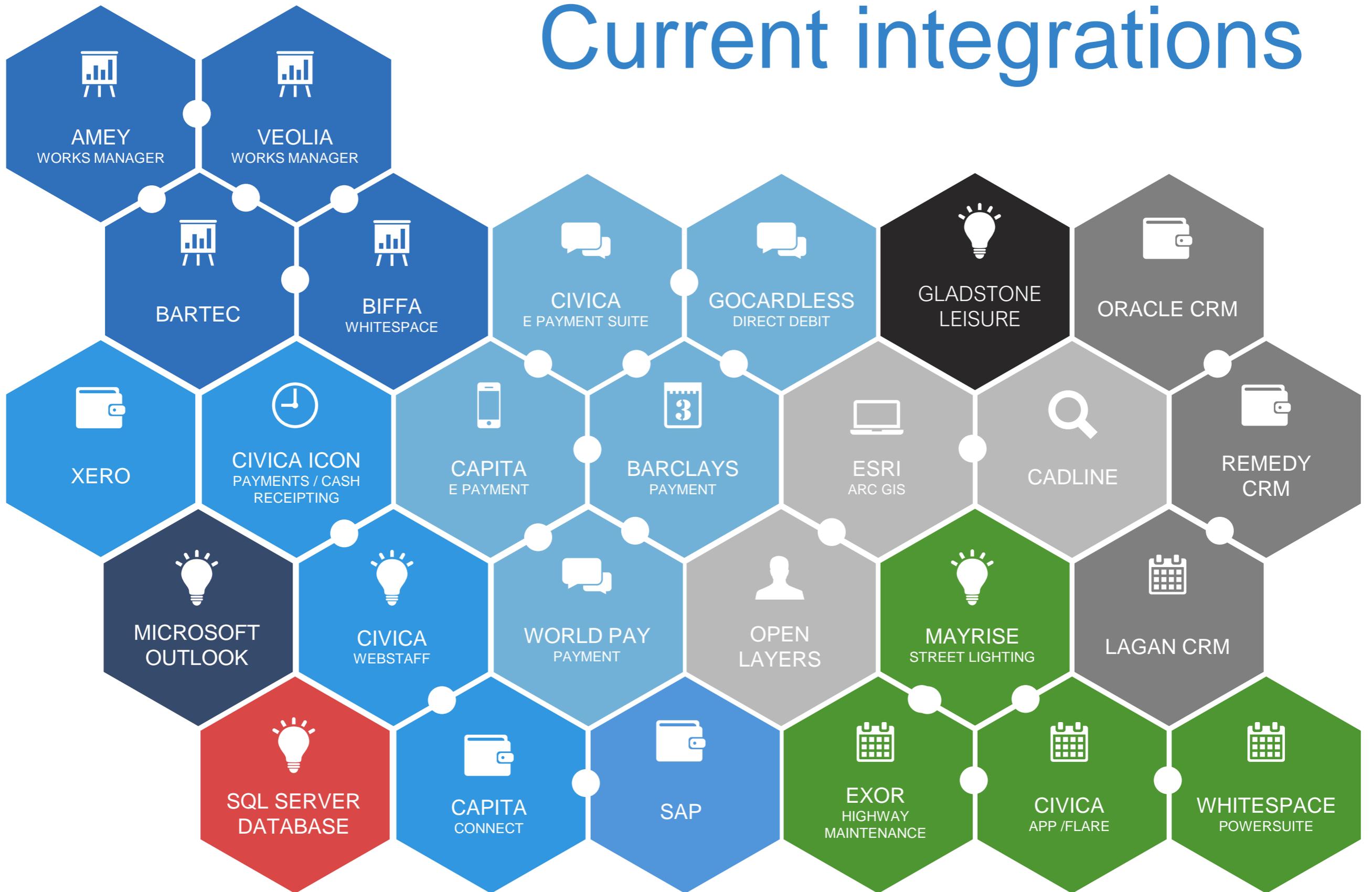
The Whole Waste Process Enabled - Optimisation



Optimisation has to model the following variables...

- Spatial relationship between many collection points
- Vehicle characteristics (size, payload capacity, fuel consumption etc.)
- Road & accessibility constraints
- Potentially real time traffic information

Current integrations



- Council systems
- Payment gateways
- Waste management

- Health systems
- Finance systems
- Mail and calendar systems

- CRM systems
- HR systems

- GIS systems
- Custom system

Advice to get started...

- MCS can be implemented incrementally
 - consider letting us help you with a business case to set up an aspect of the platform
- Start with some tactical wins and plan for the mid to longer term strategic goals
 - Risk & investment can be minimised and value can be delivered in phases
 - Plan for the long term
 - Aim towards 'end to end' digital services
- My Council Services is 'Open'
 - It can be integrated with other third party systems & applications
 - Or it can be the primary digital platform
- Technology is only part of the solution
 - Make sure you educate customer services & frontline staff on the plan and what capabilities you are enabling through self service
 - Take the opportunity to redesign and simplify processes as you move them to end to end digital platforms

Thank you for joining today's webinar

- Slides will be available for download
- A recording of today's session will be available
- Feel free to contact us with questions or if you would like to arrange a separate session for your colleagues
 - Call 0208 530 2505
 - Email info@abavus.co.uk
 - Twitter @AbavusLtd