

# Welcome to the My Council Services for environmental and waste services

---

We will begin at 1030



# Digital transformation for environmental and waste services

Abavus Ltd.  
8<sup>th</sup> December 2020  
Berni Simmons & Jacqui Smith  
Abavus Ltd.

[www.abavus.co.uk](http://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 GTW – Direct questions to **Jacqui Smith** 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

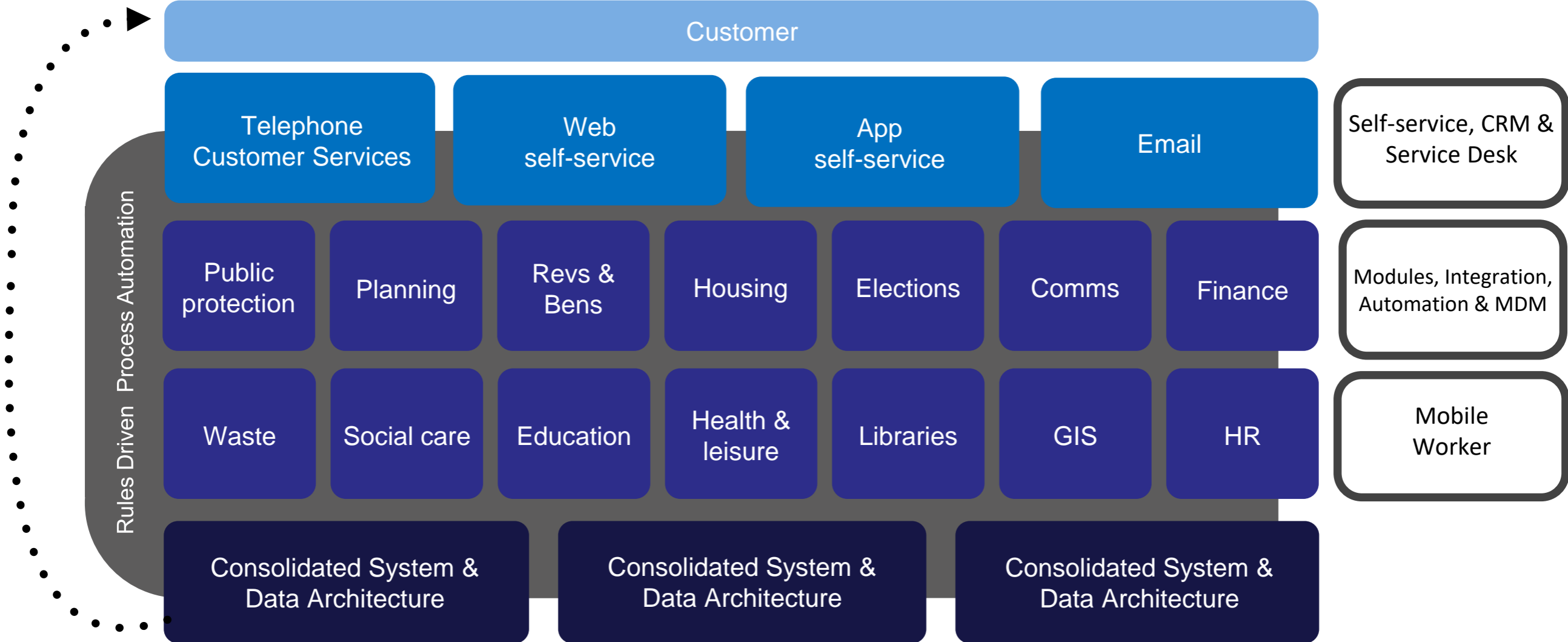
Budgetary uncertainty leads to a short term approach to waste management



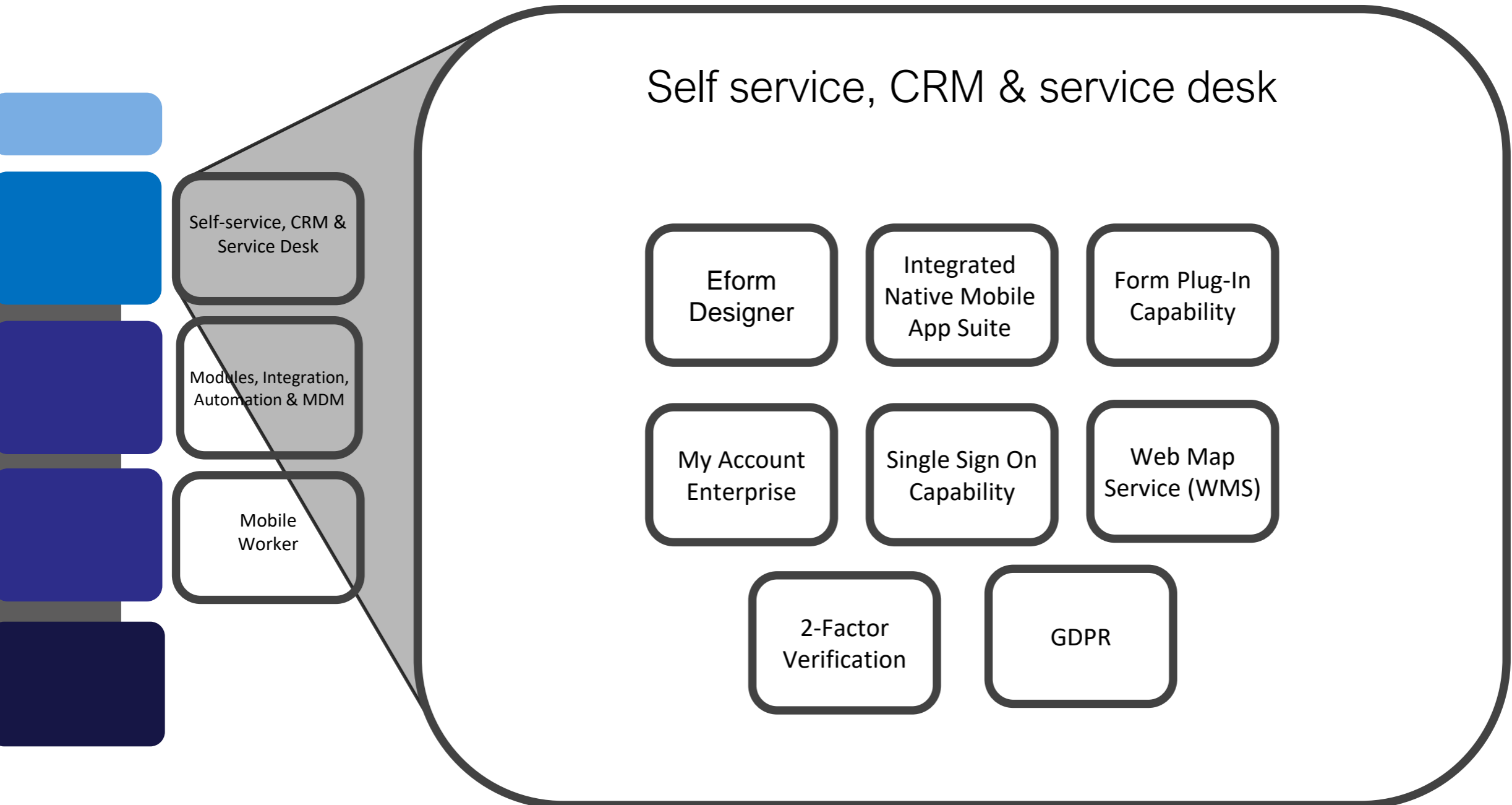
## Analytics & analysis

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

# My Council Services & Contemporary Local Government Structure

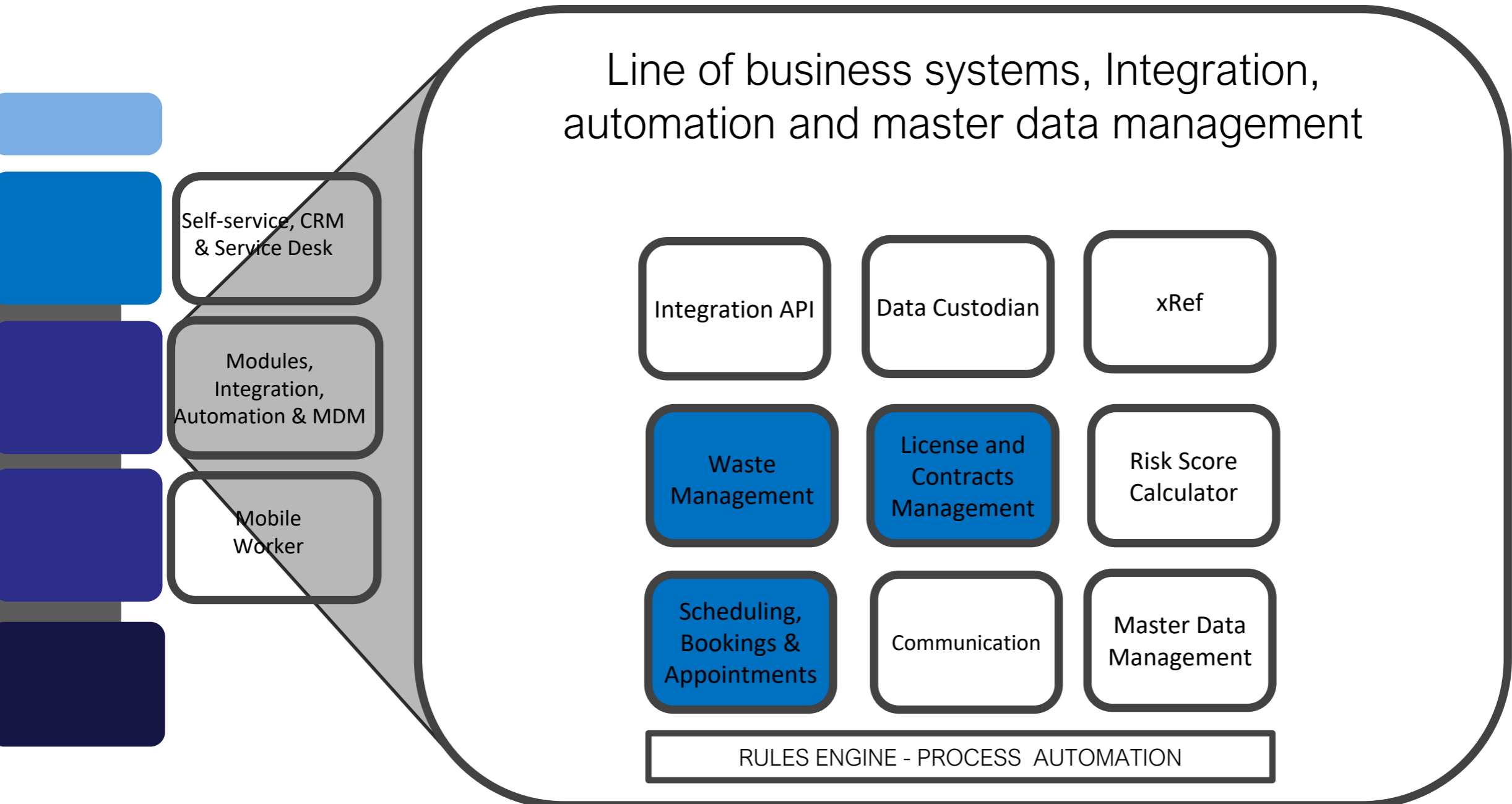


# Components of Self Service & CRM

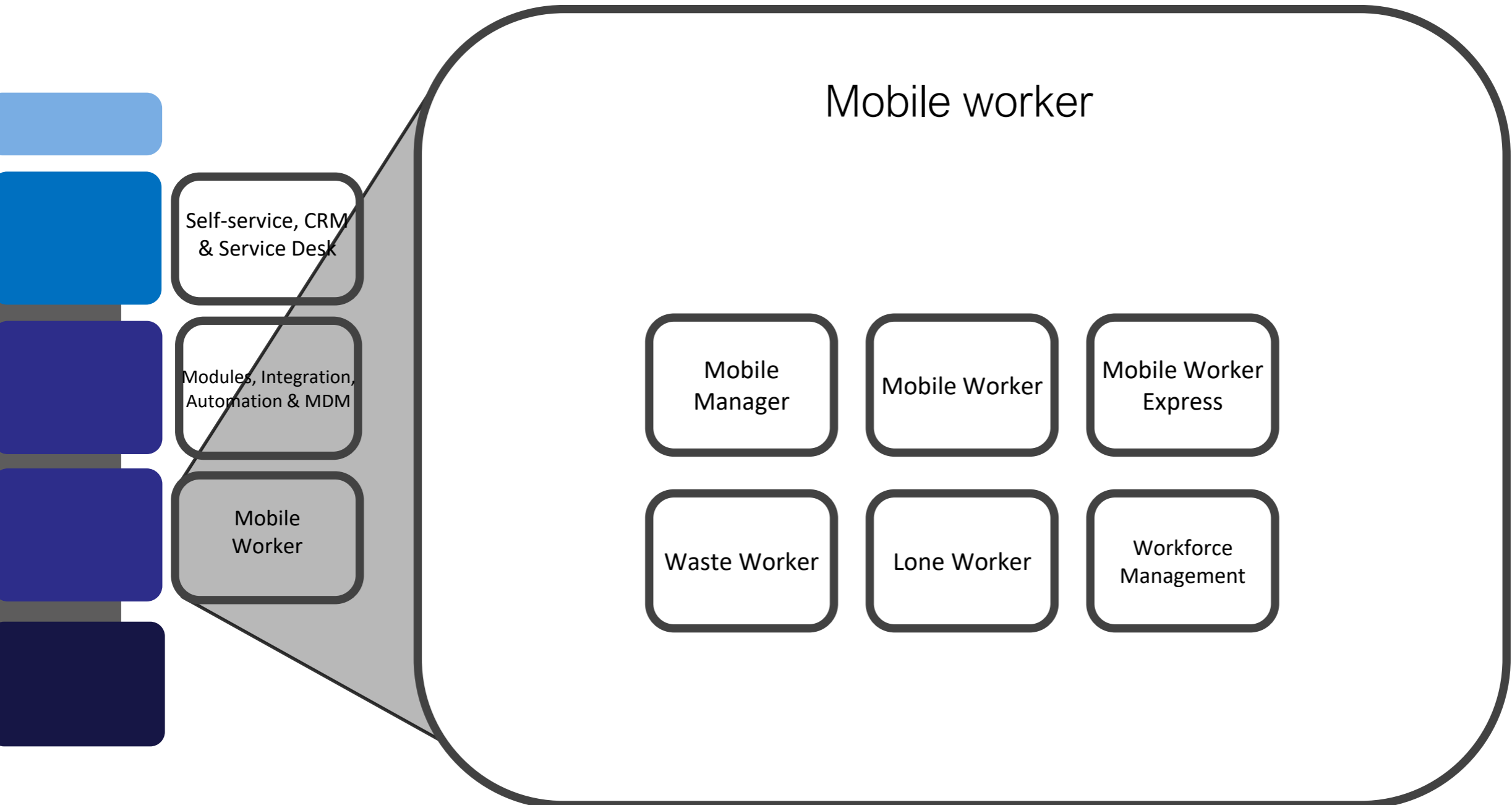




# Components of Line of Business, Integration, Automation and Master Data Management

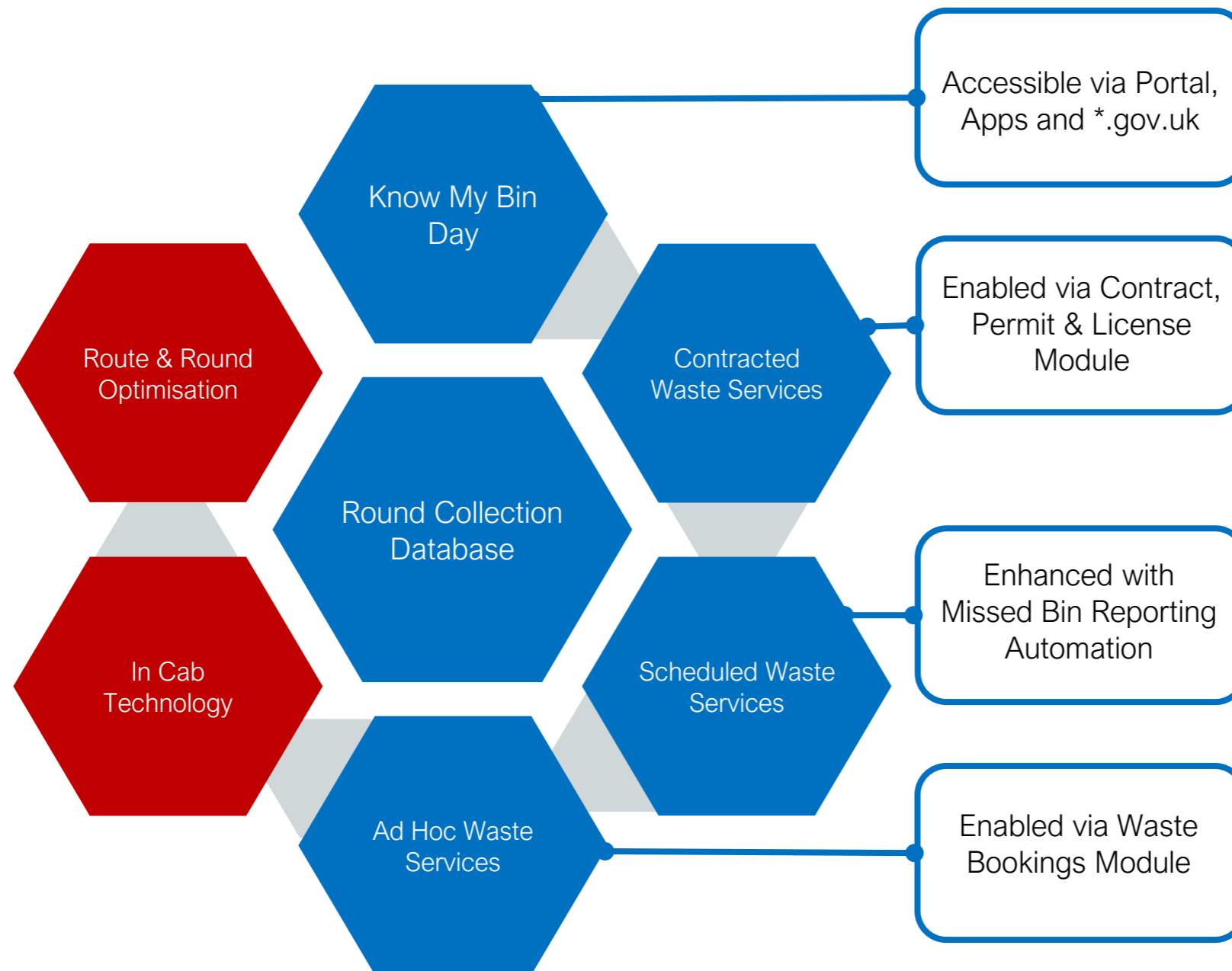


# Components of Mobile Working



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

# The Entire Waste Process Enabled



DOMESTIC



SHARPS & CLINICAL



GARDEN WASTE



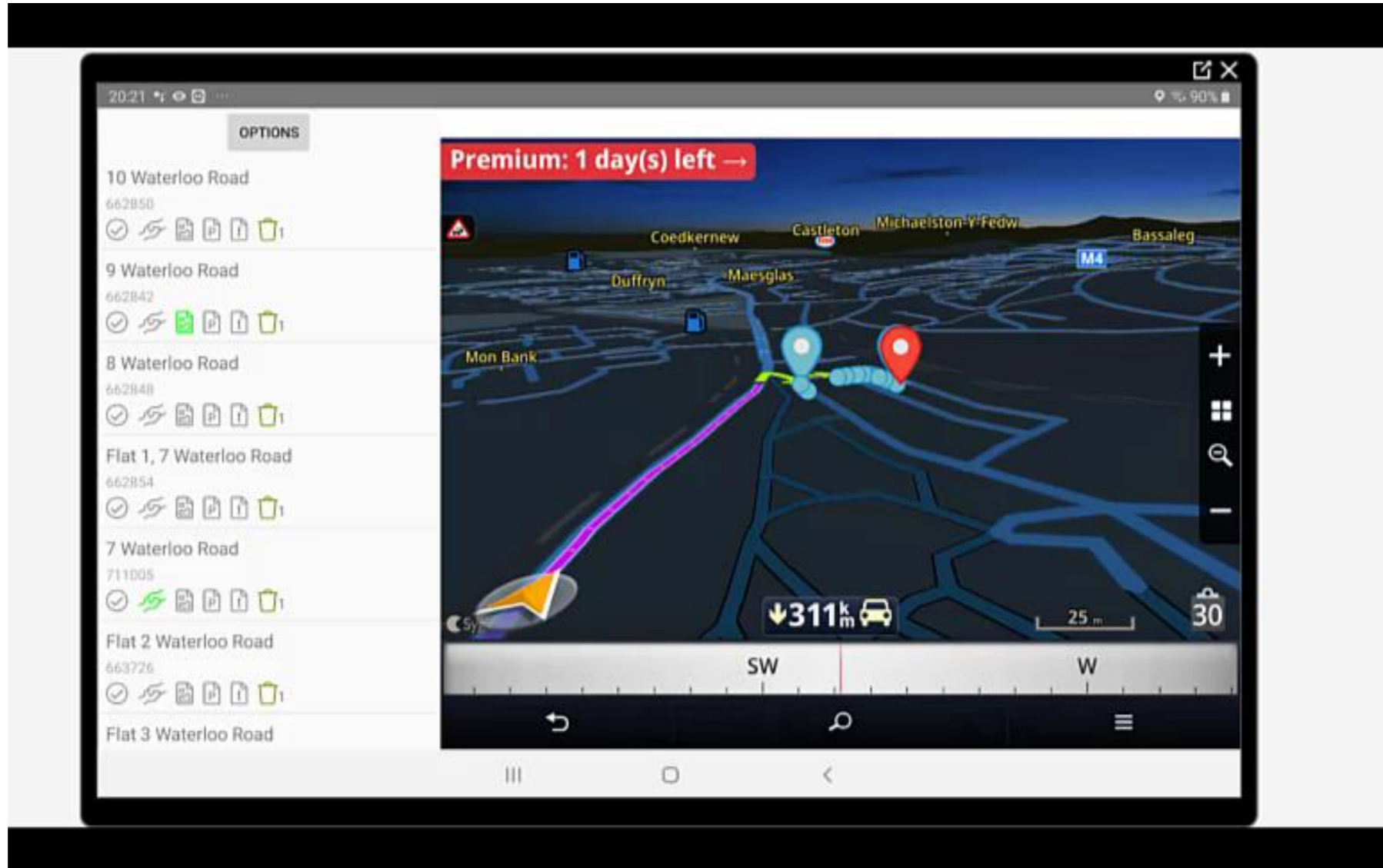
TRADE WASTE



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

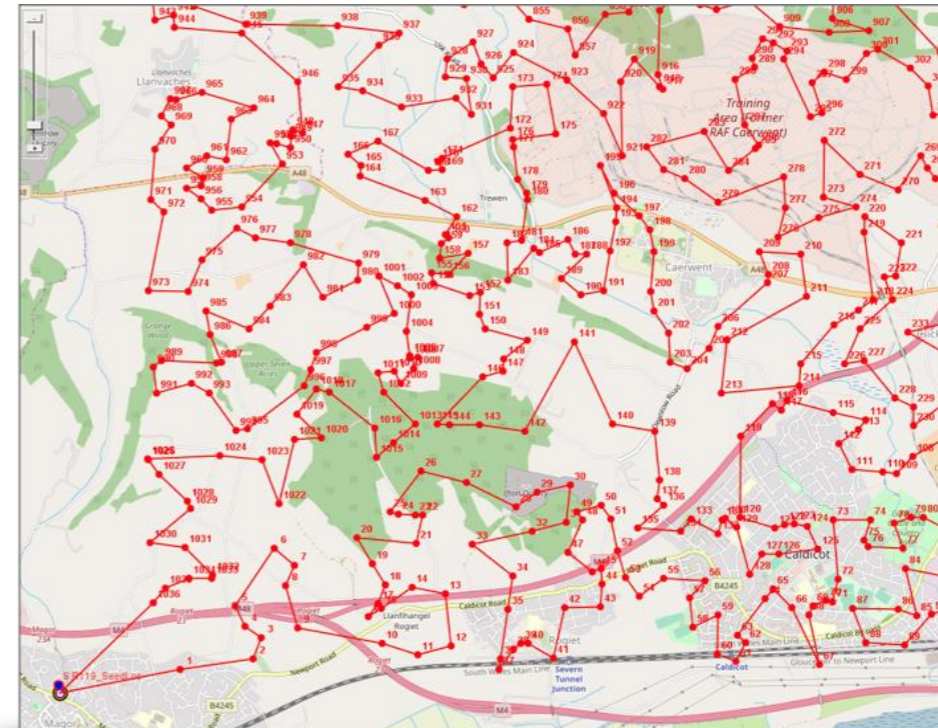
The screenshot shows a mobile application interface for a waste worker. At the top, there is a blue header with the text "Waste worker" and a hamburger menu icon on the left and right. Below the header is a search bar with a magnifying glass icon. The main content area displays a list of collection points, each with a title, address, and a set of icons. The icons include a checkmark, a hand holding a document, a document with a photo, a document with a 'P', a document with an exclamation mark, and a trash bin with a '1' next to it. The collection points are:

- 20 Treberth Way**  
1230408  
Assisted: 1 GREEN120
- 1 Treberth Way**  
1230412  
Assisted: 1 GREEN120
- 3 Treberth Way**  
1230416  
Collect: 1 GREEN120
- 14 Treberth Way**  
1230400  
Collect: 1 GREEN120

Red callout boxes with arrows point to specific icons: the first callout points to the checkmark icon, the second to the hand holding a document icon, the third to the document with a photo icon, the fourth to the document with a 'P' icon, and the fifth to the document with an exclamation mark icon. A sixth callout points to the hand holding a document icon in the second entry.



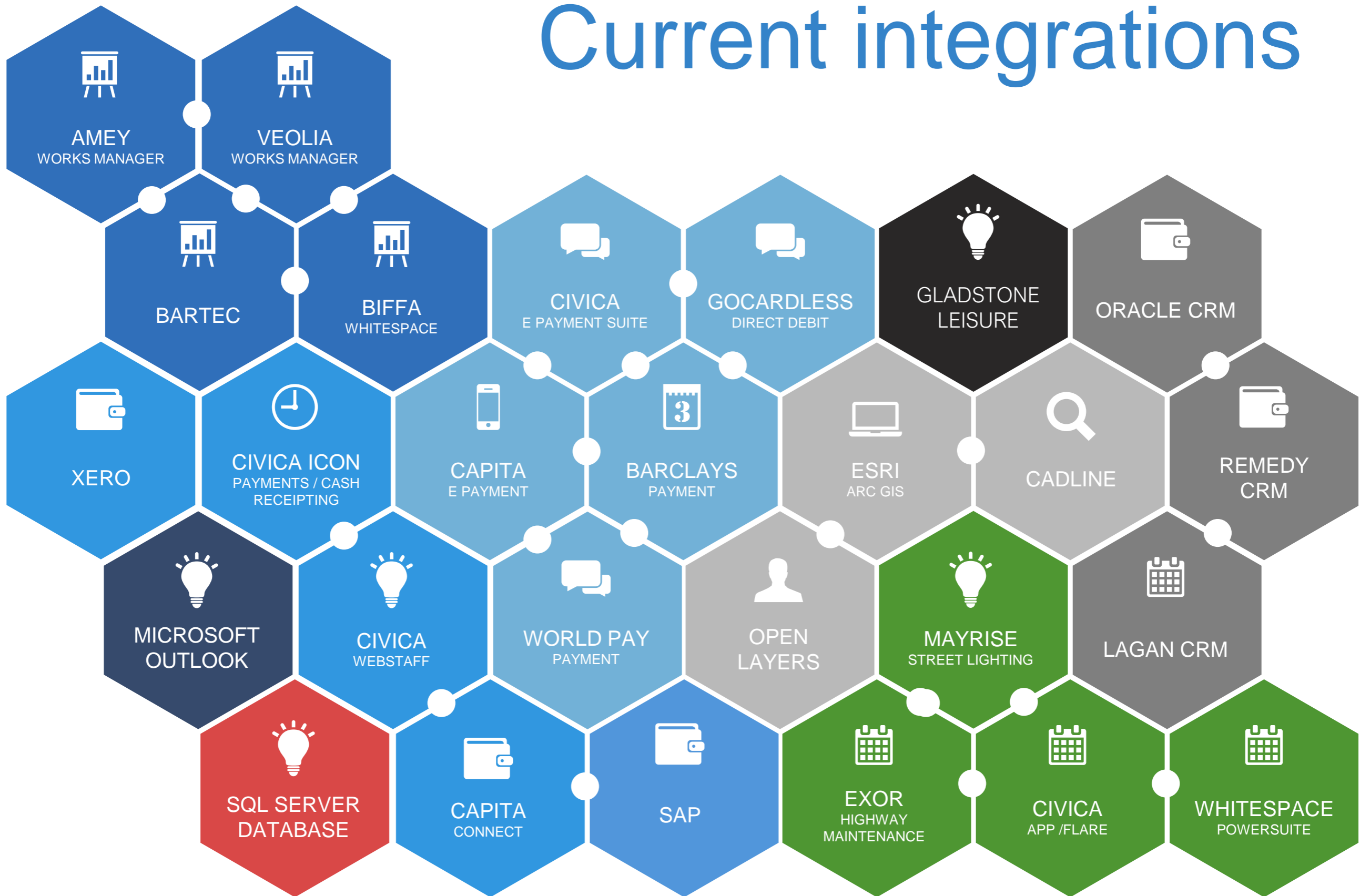
# The Whole Waste Process Enabled - Optimisation



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](mailto:info@abavus.co.uk)
  - Twitter @AbavusLtd