

Automating a Digital Green Garden Waste Solution

Webinar - Tuesday 21st September

Mark Eves - Chief Solution Architect



Agenda

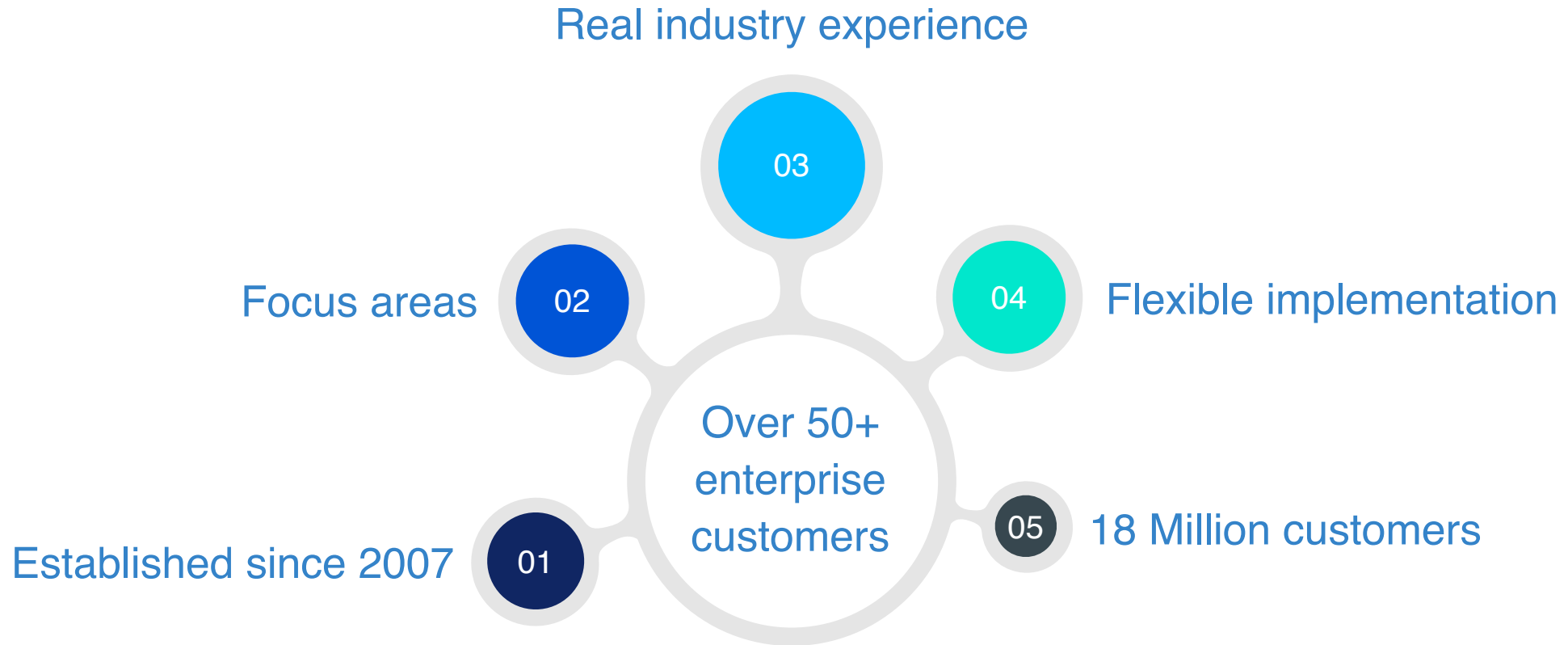
- Housekeeping and FAQs
- About Abavus
- Challenges to GGW management and Abavus response
- Demonstration of end-to-end Abavus GGW functionality
- Linking direct debits and contracts
- Additional features of Abavus GGW functionality
- Final questions

Housekeeping

Frequently Asked Questions

- **Is the session being recorded?**
 - Yes. The session is being recorded today
- **Can I get a copy of the slides/materials?**
 - Yes. We will email a PDF copy after the session has ended
- **Can I ask questions?**
 - The line will be muted to reduce the background noise
 - Please use the chat facility and we will either answer questions immediately via chat or get back to you after the webinar

About Abavus and My Council Services (MCS)



Sample local authorities using the platform

- **Allerdale Borough Council** - Full implementation
- **Anglesey County Borough Council** - Full implementation
- **Ashford Borough Council** - Full implementation
- **Blackburn with Darwen Council** - Full implementation
- **Blaenau Gwent County Borough Council** - Full implementation
- **Boston Borough Council** - Customer Portal & eForms
- **Bromsgrove District Council** - Waste implementation
- **Caerphilly County Borough Council** - Full implementation
- **Cannock Chase District Council** - Customer Portal & eForms
- **Epsom & Ewell Borough Council** - Enterprise waste management
- **Flintshire County Council** - Customer Portal & eForms
- **Fylde Borough Council** - Customer Portal & eForms
- **Glasgow City Council** - Customer Portal & eForms
- **London Borough Harrow** - Service Desk & Mobile Worker
- **Monmouthshire County Borough Council** - Full implementation
- **North Lincolnshire** - Blue Badge solution
- **Newport City Council** - Full implementation
- **Redditch Borough Council** - Waste implementation
- **St Helen's Metropolitan Borough Council** - Customer Portal & eForms
- **Somerset Waste Partnership** - Customer Portal, eForms & Waste
- **Southend Borough Council** - Full implementation
- **Stafford Borough Council** - Customer Portal, eForms and Mobile Worker
- **Swale Borough Council** - Customer Portal, eForms & Contact Centre
- **Test Valley Borough Council** - Customer portal, eForms, Contact Centre
- **Torfaen County Borough Council** - Full implementation
- **Vale of Glamorgan Council** - Customer portal & eForms
- **Winchester City Council** - Customer portal & eForms
- **Wyre Forest District Council** - Waste

Challenges to Green Garden Waste management



Resource intensive

Authorities have to sign up thousands of residents on a yearly basis, often in short spaces of time with limited resources.



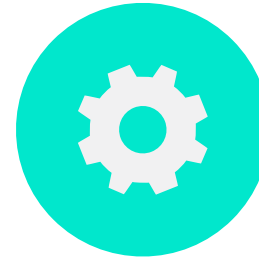
Lacking automation

Exacerbates resource intensity and workload, while often making processes clunky and time-consuming for residents.



Revenue collection

Multiple revenue collection methods make reconciliation difficult for customer services and finance teams.



Rigid collections

Rounds are often paper-based, reliant on local driver knowledge, lacking the ability to make quick and efficient route changes as required.



Analytics

With legacy systems or paper-based processes, intuitive up-to-date analytics and data is difficult to derive.

Our response to Green Garden Waste automation and transformation



Customer to crew

Fully automated end-to-end solution.



Configuration

Easy to configure to meet specific authority GGW needs, and quick to implement.



Payments

Easy integration into both card payment and direct debit merchant service providers.



Affordable

Competitively priced and deployed in collaboration with local authority teams by waste specialists.



3,000,000+

Over 3 million customers have successfully used the platform via self-service.

Green Garden Waste - Operating Modules

Customer to crew

The customer makes a GGW request via the customer portal. The platform automates the request, optimises the routes, and the GGW team uses the in cab device to complete the round.

FULL SOLUTION

Customer Portal only

The customer uses the customer portal to submit and pay for requests. We integrate into the waste services provider solution who manages the downstream GGW processes.

OUTSOURCED

We recognise that local authorities have different models for how they provide Green Garden Waste services. MCS offers the ability for you to implement an operating model fully underpinned by a flexible and robust technology platform.

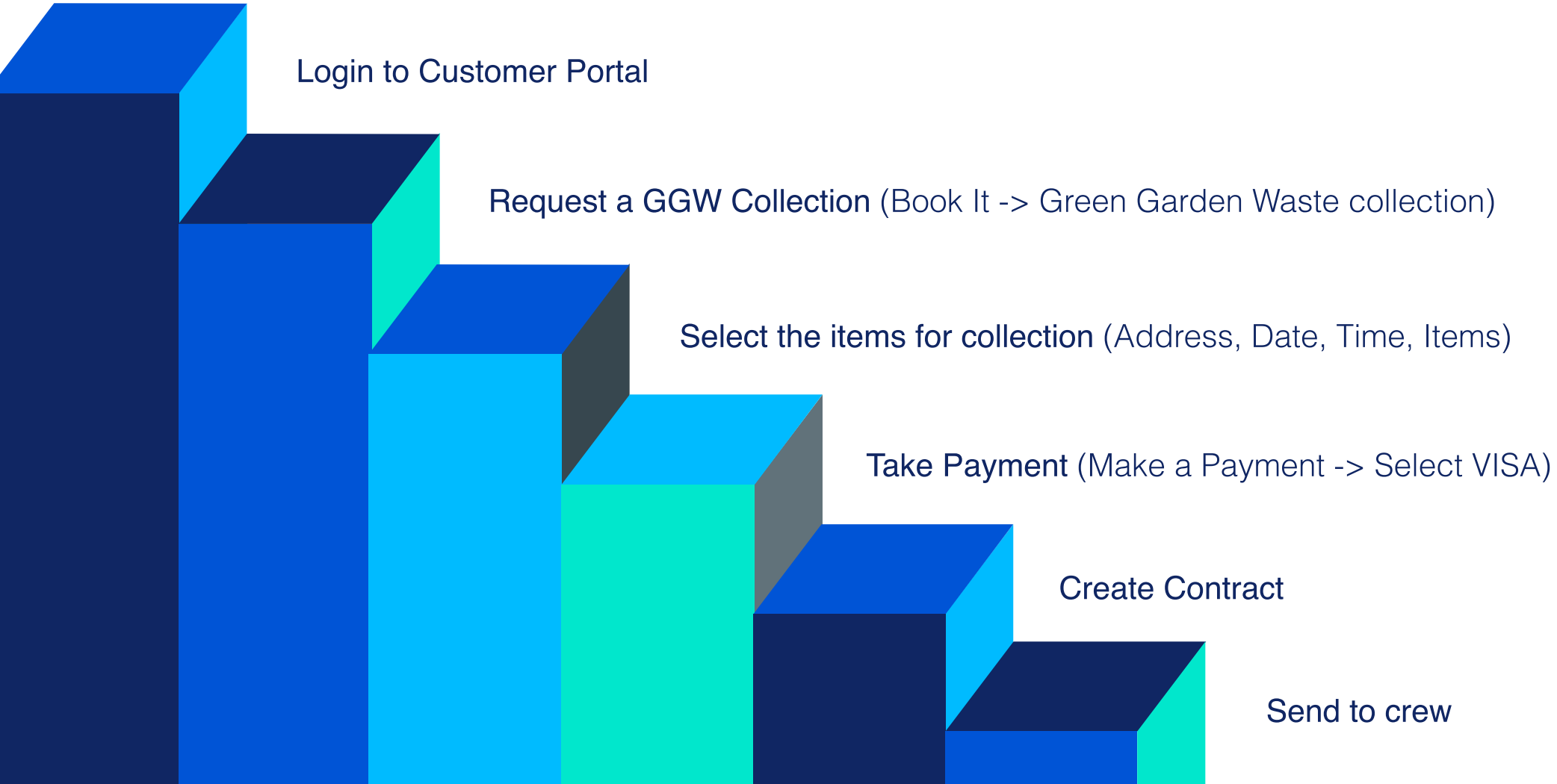
Outsourced partners



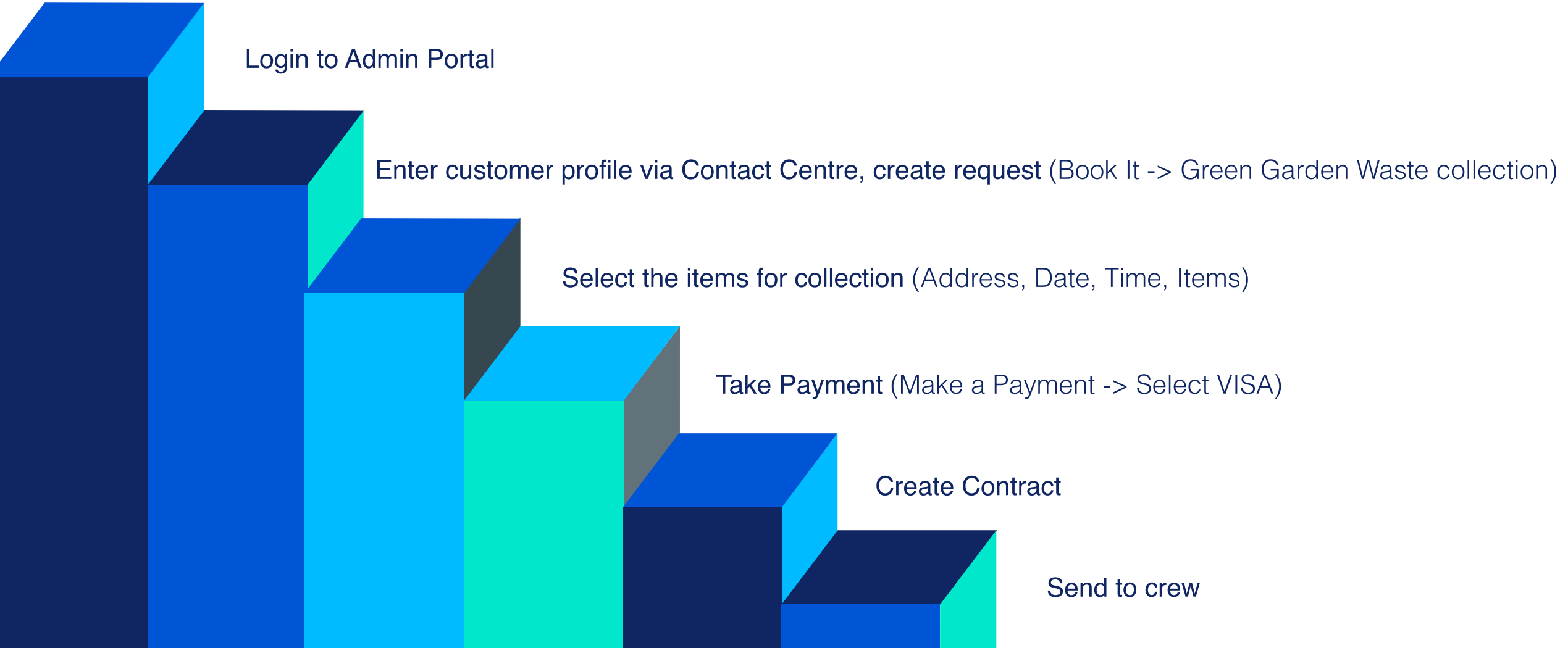
- Biffa (Winchester, Anglesey), Veolia (Southend), Amey, Suez (Somerset Waste Partnership)

Demonstration

Green Garden Waste collection (customer)



Green Garden Waste collection (Contact Centre)



Further Green Garden Waste features and functionality

Notify your customers to put out their GW bin

Don't forget to put
your Green Garden
bins out tonight!



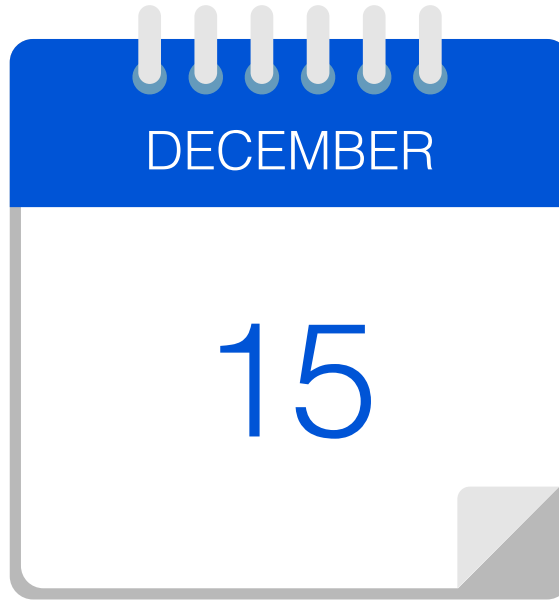
Calendar

There are three ways a customer can get informed of future Green Garden Waste collections.



iCal integration

The customer can download the collection schedule for the year, which will be added to their mobile device. The customer will be reminded 12 hours before a collection is due to put their GGW bins out.



Yearly printable view

The customer can print a whole year calendar view of all they collection.



Next collections

The customer's immediate next collections.

Example of Green Garden Waste contract

Contracts \

Green Garden Waste

Information

Template

Green Garden Waste

Start

16-AUG-2021 00:00:00

End

15-AUG-2022 00:00:00

Reference number

Auto renew

No

Description

Information

Manage

Transact

People

Parties

Customer

Mr Jake Test

Holder

Location

39 Longwood Gardens, Ilford, IG5 0EB, UK

Holder

25901

Status
Approved

Add

Owner

Party

Item

Task

Note

Payments

Provider	Transaction ID	Amount	Auth Code	Reference number	Receipt number	User	Date	Payment Status
Barclaycard	FCA3EDC7790C59282890362E0653A000A8C03E41	100	-	3139408380	Garden Waste 204686	jakehayes176@yahoo.com	23-AUG-2021 21.20.59	Accepted

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Service level agreement

Notes

Tasks

Service request

Waste

Green Garden Waste - Sign Up

204686

23 August , 2021

Open

Example of Green Garden Waste schedules

Waste \

Schedules

Filter

<

Search

Collection type

Garden collection

▼

Container type

- All -

▼

Container no

Round No

- All -

▼

UPRN

Postcode

From

To

Bulk update waste bin collection

<input type="checkbox"/>	Type	Round	Fequency	Uprn	Assisted	Start	End	Enabled	Container	Contract
<input type="checkbox"/>	Garden collection	Wednesday	7	100022253280	Yes	07-September-2011	06-January-2021	Yes	0	12
<input type="checkbox"/>	Garden collection	Wednesday	7	906700334575	No	07-September-2011	06-January-2021	Yes	0	-
<input type="checkbox"/>	Garden collection	Wednesday	7	906700000740	No	07-September-2011	06-January-2021	Yes	0	-
<input type="checkbox"/>	Garden collection	Wednesday	7	906700000741	Yes	07-September-2011	06-January-2021	Yes	0	-
<input type="checkbox"/>	Garden collection	Monday	7	100022253287	No	-	-	Yes	1	926
<input type="checkbox"/>	Garden collection	Wednesday	7	906700334575	No	15-September-2011	06-January-2022	Yes	1	-
<input type="checkbox"/>	Garden collection	Wednesday	7	906700000740	No	07-September-2011	06-January-2021	Yes	0	-
<input type="checkbox"/>	Garden collection	Wednesday	7	906700334575	No	07-September-2011	31-May-2020	Yes	0	-

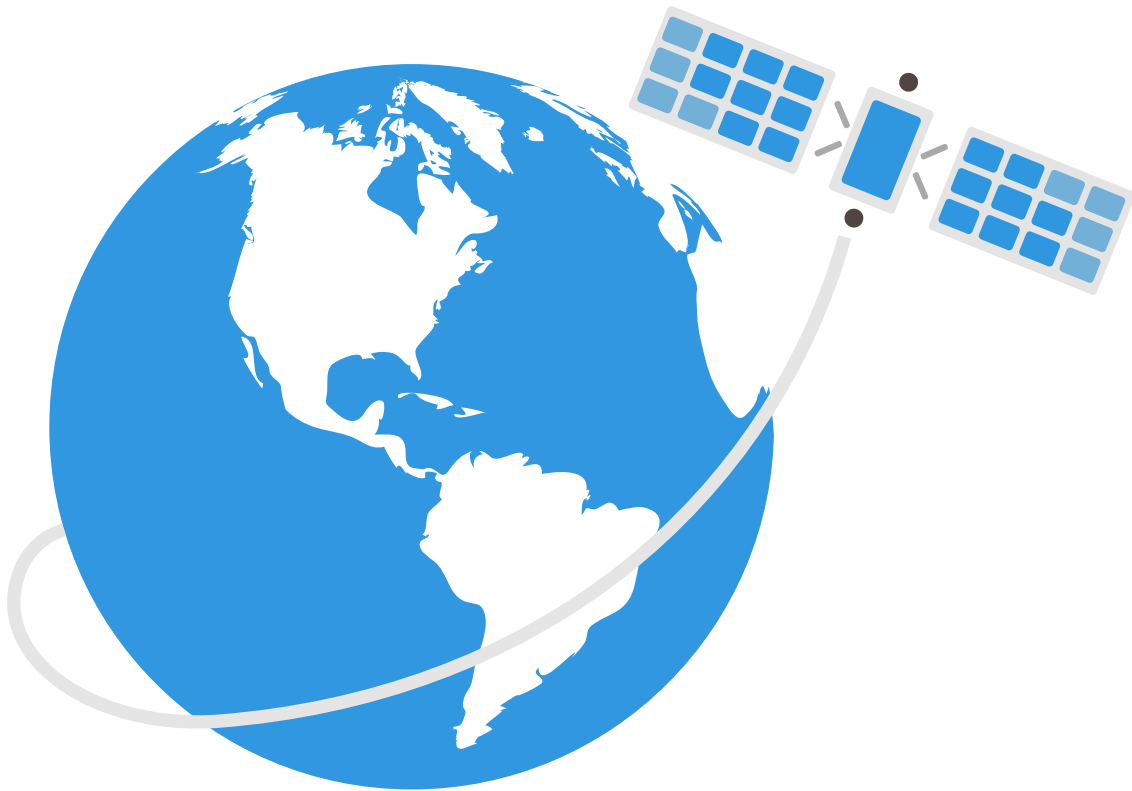
abavus

Shaping government for a digital future

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In-cab device

Using standard mobile devices. Have turn-by-turn navigation with predefined routes, taking into consideration traffic, road works and vehicle restrictions.



GPS

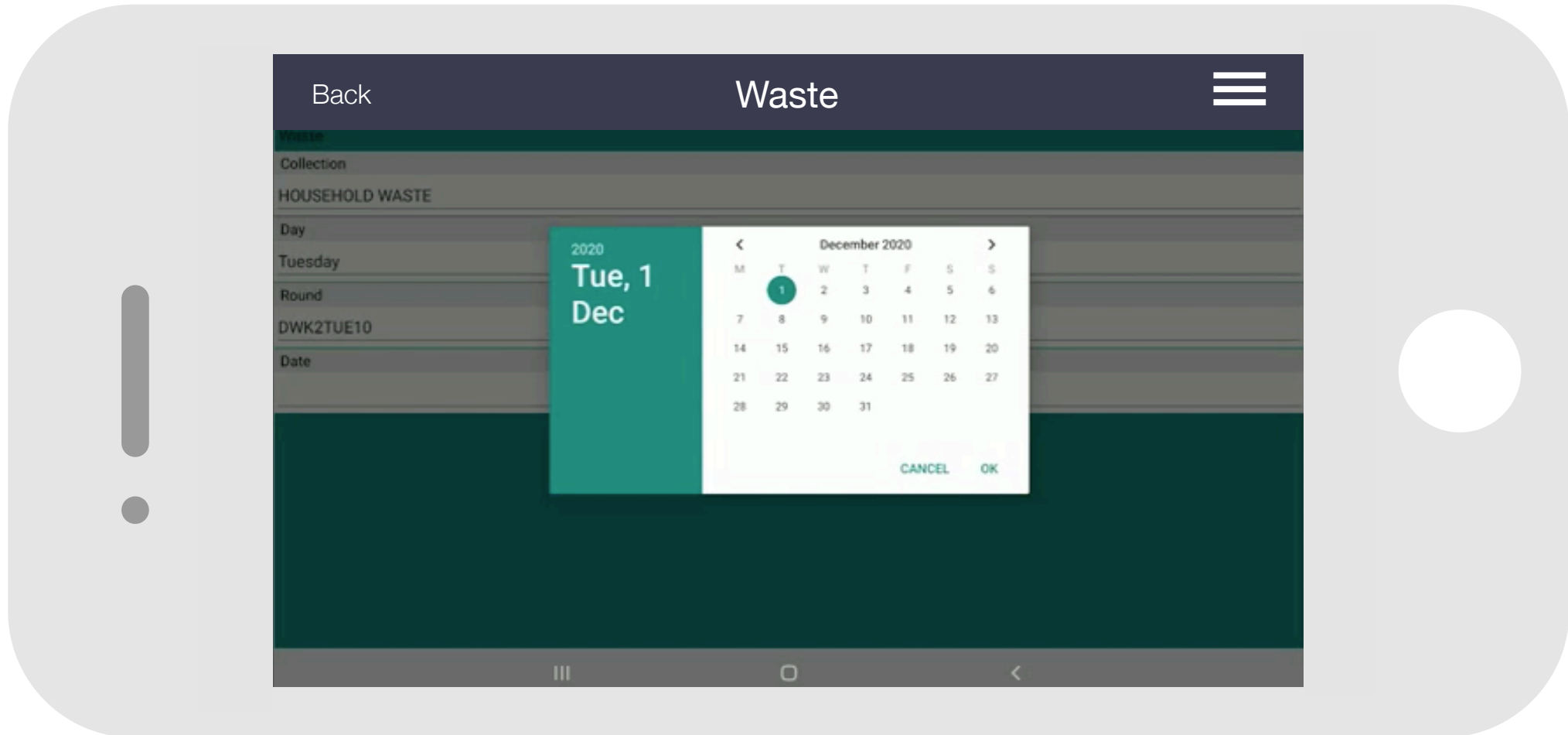
For locations where mobile devices cannot maintain a good GPS signal, we recommend using a dedicated professional GPS device.

Offline working and synchronisation

Once data has been downloaded to the mobile device, the in-cab solution will work without internet access. Once access is restored, collection outcomes will automatically be uploaded to the platform.

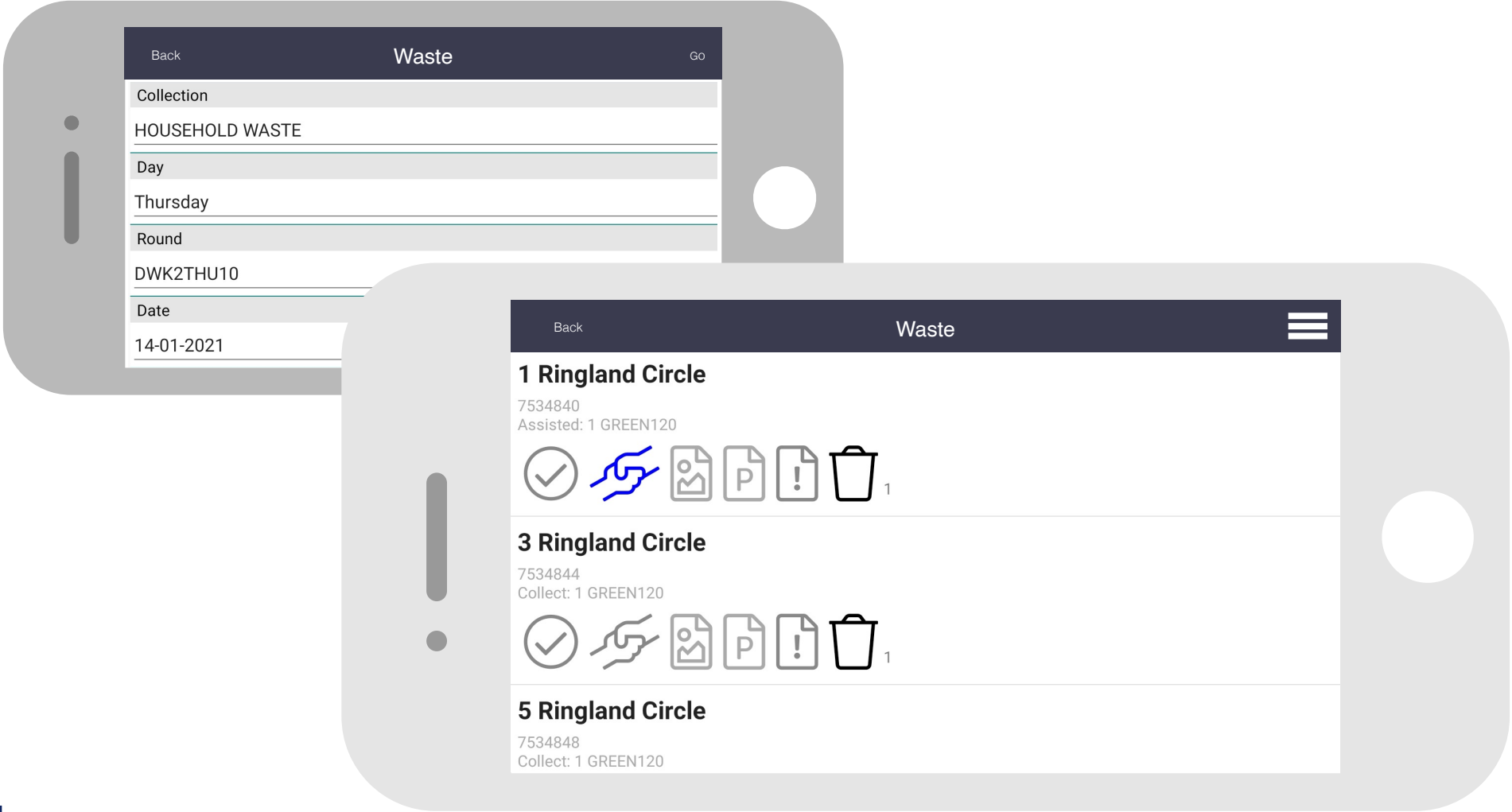
Selecting a round starting the day

The vehicle driver selects the collection type, the round, the day, and the date.

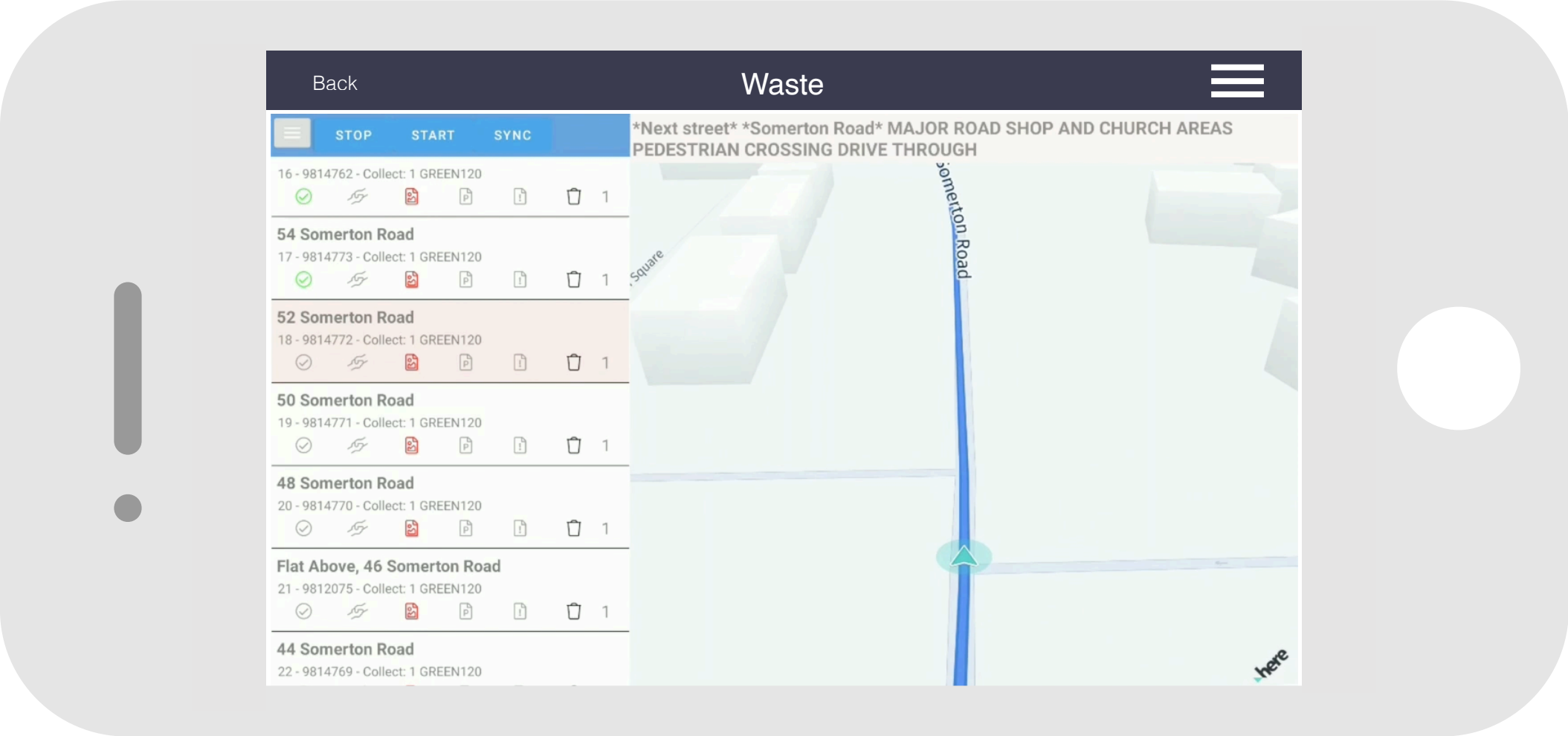


Mobile waste list

The waste operative receives all their collections for the round and day. They can then close each successful or failed collection.

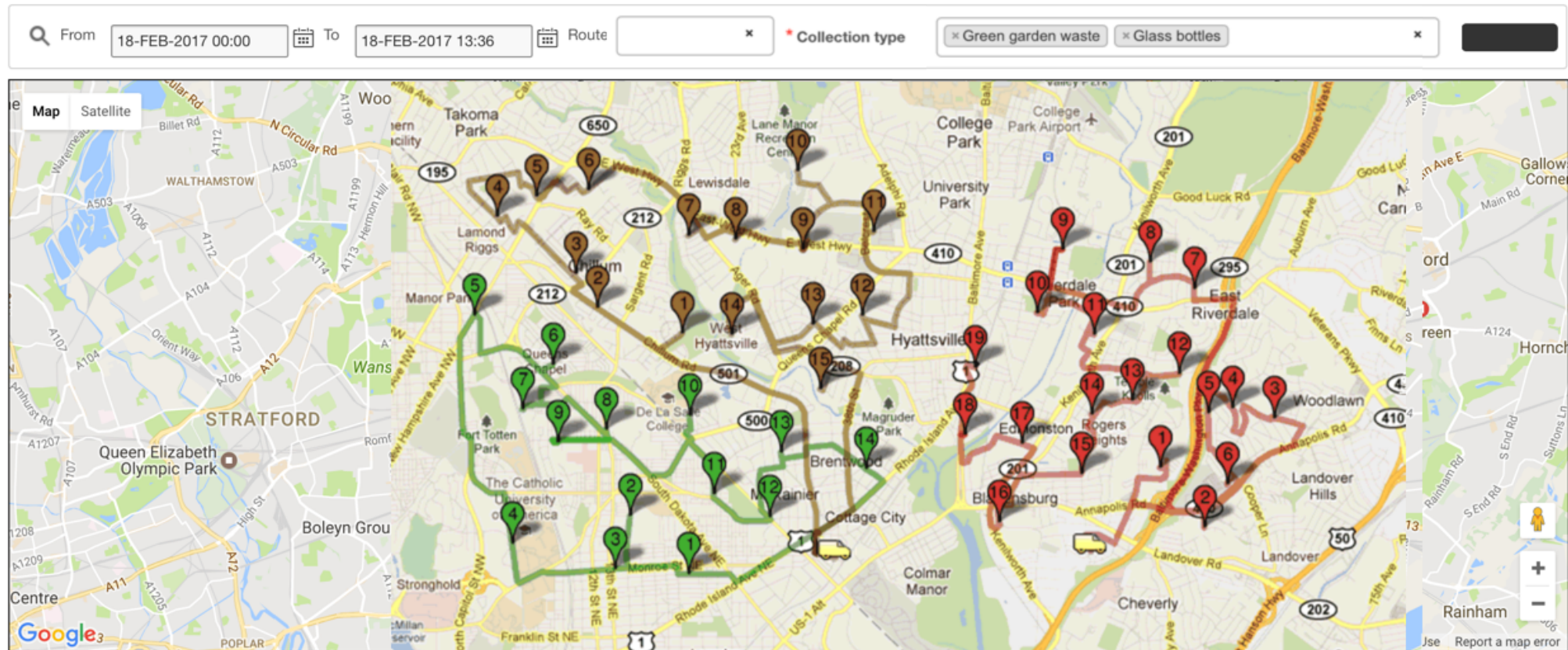


Vehicle management and route optimisation



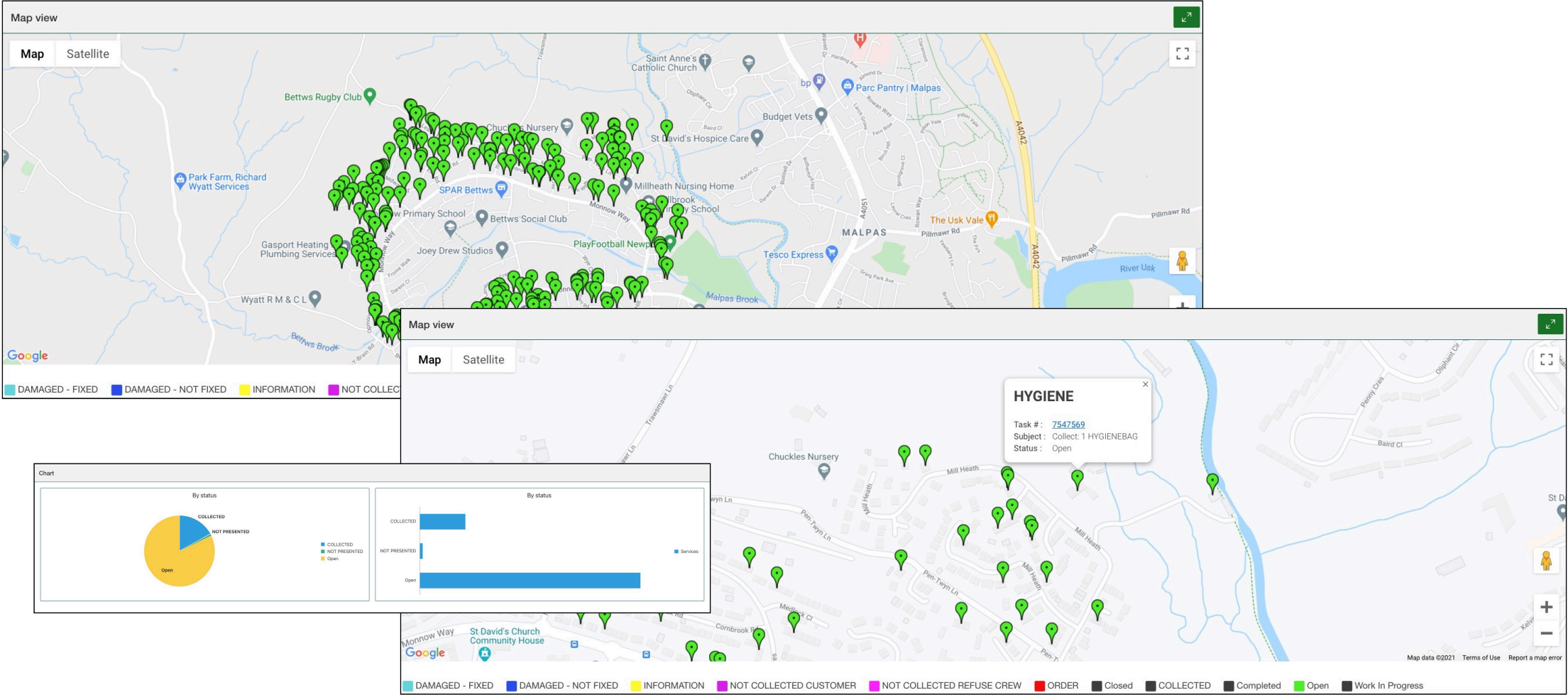
Analytics

Local authority buyers often overlook what data they need to be able to extrapolate from their IT systems when they are looking at prospective solutions. Our comprehensive suite of analytical tools allows you to easily retrieve data and use it to make both informed strategic reporting as well as tactical operational decisions.




Analytics (cont.)


Live View provides real-time information on the collections in progress.




Integration

Some solutions utilise many different entities. With our out-of-the-box integration experience, we can help you achieve the best solution through our Enterprise Service Bus. Our platform allows local authorities to place the governance and configuration of the waste process in the hands of ‘process experts’. Payment integrations and web service references, once created, are available for re-use as ‘plugin’ components.




**Payment integration**
Define your payment gateway to take card payments during form creation

**Web service reference**
Use Web Service References to access a Web service across the network.

**Map overlay**
Define map overlay, manage visibility and min/max zoom level for each layer.

	Type	Name	URL	Enabled
	REST	Collection day	http://dynamic.maidstone.gov.uk/getcollectiondays/Service1.asmx/getCollectionDays	Yes
	REST	Sum	https://idbdemo.itouchvision.com/portal/itouchvision/ITVMyCouncilServicesWS/doSum?Input1=2&Input=10	Yes
	REST	GMap	http://maps.google.com/maps/api/geocode/xml	Yes
	Based on WSDL	sdsd	sdwsd	Yes

Payment gateways

Edit	Payment gateway	Description	Enabled
	 CAPITA SOFTWARE SERVICES	Capita Payment Gateway	Yes
	 CIVICA	CIVICA Payment Gateway	Yes
	 worldpay	WorldPay Payment Gateway	Yes

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Vehicle management

Each vehicle has different attributes that affect the type of refuse you are collecting and the route you can take.

Asset detail

Name

VN12KZO

Code

VN12KZO

ERP

Serial

80001

Creation date

Checked

Show All

Roles

Customers

Notes

Relationships

Locations

Roles

Edit

Username

Email

Newport 2

newport2@newport.gov.uk

Additional information

Show AllVehicle Details

Vehicle Details

Details

Details

VolumeConstraint[Flag]

TRUE

MaxVolume

0

DrivingIntervalHours

0

MaxSpeedKmh

0

VehicleWeight

22,000kg

VehicleAxleWeight

0

WeightConstraint[Flag]

TRUE

MaxWeight

0

StandCostPerDay

0

PhysicalMaxWeight

0

CostPerKm

0

VehicleHeight(m)

0

PhysicalMaxVolume

0

Locations

Edit

Number

Street

City

Postcode

Region

Country

Purpose

Default

Active

Desc.

Map

Docks Way Disposal Site

Maesglas Retail Park

Newport

NP20 2NS

Wales

United Kingdom

-

Yes

Yes

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Service request

Edit

Number

Catalogue

Form

Status

Date

185290

Vehicle check New

Other task forms

Open

6 August , 2020

180686

Vehicle check New

Other task forms

Open

19 March , 2020

180642

Vehicle check New

Other task forms

Open

18 March , 2020

178894

Vehicle check New

Other task forms

Open

6 February , 2020

178559

Vehicle check New

Other task forms

Open

30 January , 2020

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Thank you for attending today's webinar

- Slides will be available to download
 - A recording will be made 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

Thank you

