

Quinnox helps improving operational efficiencies and improve customer experience through effective fleet management solutions.



Client Overview

The leading provider of comprehensive waste management services in North America, with services that range from collection and disposal to recycling and renewable energy generation.



Business Need

Client needed to improve operational efficiencies and safety for drivers, improve customer experience and drive revenues through effective fleet management.



Solution

Quinnox implemented a third-party solution that enabled static images and video capture capabilities on trucks.

- Images are captured while doing pickups of bins and garbage disposal
- Uploaded Images are available in the cloud to identify overloaded bins
- Captures geo-coordinates of bin locations - co-relating and leveraging data



Business Benefits

- Ability to intelligently identify overloaded bins and capture the status to charge the customer accurately
- Improved transparency in billing and customer communication
- Strengthened driver safety
- Enhanced customer experience and driver efficiency and safety
- **70 – 80% accuracy** in capturing latitude/longitude with the correct customer/container for commercial.
- Configured and rolled out this solution for **67% of commercial trucks**
- Implemented a pilot for **60 residential trucks**

About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.

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