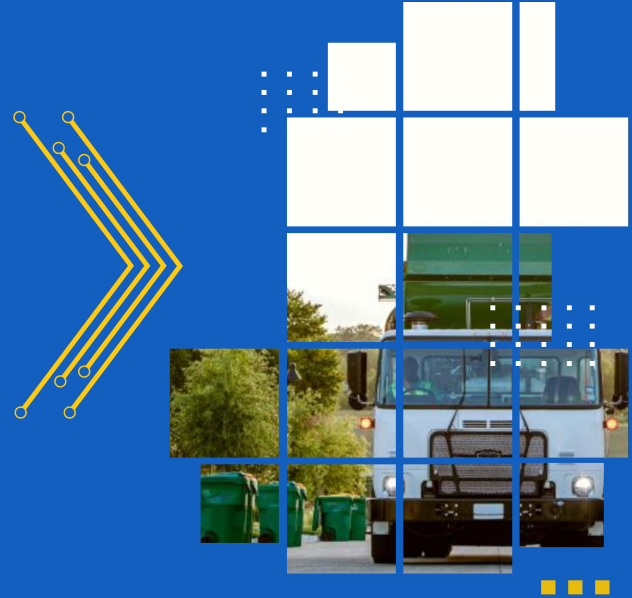


Quinnox supports the **customer's initiative** to manage **100%** of a driver's day, ensuring a **2-5%** improvement in **route plan**, resulting in **significant cost savings**



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

Customer needed to partner with a strategic IT partner to support the implementation of one of their core operations' project to manage 100% of a driver's day. The program focused on drivers and/or route Safety, Service and Savings. The aim of this project was to address and overcome the following challenges

- Lack of actionable insight into drivers and route performance. The route managers had visibility to Pre route and Post route only.
- Inability to perform "Top-Down" Analysis of organization performance. The reports provided static targets based on historic data/average representation of the route.
- Lack of visibility and awareness of route confirmation edits to the route managers
- Mistrust of route execution and performance information due to-
 - o Inconsistent calculation of operational metrics.
 - o Post route execution edits made in different systems.
- Duplicate data entry in multiple systems due to redundant route confirmation processes, Labor intensive, Manual and error-prone route confirmation process.
- Extensive support and maintenance costs for existing route confirmation systems.



Solution

- Quinnox team analyzed the issues faced by the customer and implemented an AWS cloud, Logixml and Decision Service based for their Commercial Line of business to provide visibility into every step of the route execution.
- Route manager level Dashboards provided insight into each route's various segments including time spent in the Yard, Travel To Customer, Disposal time, On property, behavior improvements and an integrated view with other applications.
- The dashboards included district level dashboard providing safety, service and savings metrics.
- Implemented a Beta version and released it to pilot sites to assess feedback from field and in phases enabled it across enterprise.
- Used Kinesis Streams to upload driver assistance events to cloud, thus helping the route managers extract details related to the daily route serviced and prepare the necessary route plan.
- The base application was integrated with Drivecam (for accident information, safety and driver behavior assessment applications)



Business Benefits

- Expected Cost savings of \$18-60 Million with 2-5% improvement in route plan.
- Improved performance management conversations and route plans/goals.
- Increased route manager/dispatch driver understanding of goals.
- Visibility on operational efficiency at enterprise, area, district and route manager levels
- Continuous improvement through improved district / leadership huddles

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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