



Quinnox Helps a Leading Waste Management

Company improve truck fleet
Productivity by **50%** and
Customer service by **20%**



Overview

Our client is a leading comprehensive and integrated waste management and environmental solutions provider. The company offers recycling, garbage collection and disposal, and dumpster rental services to help save energy, reduce waste, and create sustainable products.



Challenge

- Managing and tracking 50K+ truck fleets servicing 30M customers across the USA
- Modernizing slow and lagging legacy home-grown platform operating on IBM- iSeries
- Lack of IT skills to migrate the legacy system
- Building big data platform to get real-time insight on trucks, AI-enabled route optimization & support for predictive maintenance.
- Doubling share value by probing revenue & margin
- Difficulty in pace layering to define platforms, apps, and time frames as part of modern application strategy
- Enhancing employee UX to support migration to the AWS platform with Amazon DynamoDB





Solution

The legacy system's modernization can be challenging, time-consuming, and costly. However, with years of experience and expertise in legacy systems like AS 400, home-grown systems, ERPs, etc., and a team of 100+ Solution architects across various technologies, Quinnox ensured the modernization of legacy systems without any disruption and with flexible and innovative pricing models to address funding challenges.

Considering the challenges and needs of our client, here is the list of top-notch tech-agnostic services and solutions we delivered to support the client's digital journey and modern application development objectives.

- Developed specific apps providing gamified learning experience & automation using GPS & AI to transform the field force of their fleet, enhance customer engagement, achieve higher operational efficiency, and identify new sources of revenue.
- Implemented image capture app combining photo & GPS co-ordinates
- Innovation factory supported rapid proto typing & dev of MVPs for testing
- Provided customer journey mapping + agile toolkit to help reduce development time & cost by 25%
- Helped build a cloud-based testing platform to save 30% dev-to-release time
- Implemented Service Transition Strategy to create self-sufficiency with solid knowledge base & supporting artifacts





Impact

Improved productivity by **50%** and predictability by **30%**



Improved & personalized services for **30K+** customers



Improved call handling time by **70%**, call volume by **20%**, and CSAT by up to **20%**



Helped achieve a **70%** spike in monthly billing options for new e-commerce apps



Saved **\$2M** on route optimization and **20%** on accident reduction



Doubled share price in only **2 years**



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.