



RouteSmart
TECHNOLOGIES

WIN Waste Wins Big Saving Millions Using RouteSmart Online



WIN WASTE INNOVATIONS
WWW.WIN-WASTE.COM
PERFORMANCE FOR THE PLANET

WIN Waste Innovations set out to streamline route planning processes, integrate newly acquired customers, enhance operational efficiency, and improve customer satisfaction. As WIN Waste expanded through acquisitions, with a focus on commercial front-load routing, they required an industry-focused solution capable of simplifying service patterns while maintaining the highest levels of customer satisfaction.

The RouteSmart Online Advantage

WIN Waste Innovations successfully used RouteSmart for ArcGIS to manage its route planning needs for years. As their operations expanded, especially through acquisitions, they sought a cloud-based solution to centralize route planning and facilitate the addition of new customers with its growing, multi-location team. In 2024, WIN Waste transitioned to RouteSmart Online, benefiting from its streamlined interface and advanced collaboration tools while retaining the precision and reliability they valued in RouteSmart for ArcGIS. Now, with RouteSmart Online's enhanced capabilities, WIN Waste can improve collaboration across teams, efficiently integrate new customers, and adjust routes faster to better serve their expanding customer base.



10%
more efficient
operations

Faster Planning, Greater Returns

RouteSmart Online revolutionized route planning at WIN Waste Innovations. The intuitive interface reduced staff training time from six weeks to a few days, even for complex commercial front-load routes. WIN Waste route planning and field operations teams made up of nearly a dozen professionals now collaborate seamlessly, sharing files instantly and managing route adjustments.

Key benefits include:

- Reduced operational complexity, particularly during acquisitions
- Seamless integration of newly acquired routes
- Eliminated manual file-sharing
- Faster optimization of complex front-load routes, improving efficiency and reducing driver hours



“RouteSmart Online is like driving a car instead of piloting the space shuttle. It makes route planning more intuitive in a streamlined platform.”

- Daniel MacInnis, Senior Operations Manager

Significant Savings and Elevated Customer Satisfaction

Within the first year of using RouteSmart Online, WIN Waste achieved substantial operational improvements, including:

- **Savings and In-House Efficiency:** Saved millions in route efficiency savings over two years, with an additional \$640,000 saved by internalizing subcontracted work
- **Efficiency Gains:** A 10% improvement in lifts per hour and yards per hour across reviewed commercial front-load routes
- **Enhanced Customer Satisfaction:** Swift resolution of route issues, ensuring waste pickups occurred on time, even amidst operational challenges

With RouteSmart Online, WIN Waste Innovations can scale their business with greater efficiency, integrating routes from acquisitions, controlling costs, and delivering reliable, effective service that exceeds customer expectations.

RouteSmart
ONLINE

Benefits for your organization:

- Plan and manage routes with safety and efficiency in mind for your field personnel
- Create new route plans that are balanced, compact, and efficient with industry-specific operational requirements taken into consideration
- Allocate workload and tasks across your organization, integrating intelligent route planning and daily adjustments.
- Quickly facilitate route planning projects for effective route optimization and more regular maintenance
- Provide more team members with access to tools that handle common daily dispatching challenges such as absent drivers or vehicle breakdowns



To learn how much you can save by optimizing your routes, check out the RouteSmart ROI calculator.