



Company overview

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whitespace
work software

Whitespace Work Software

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Welcome

I'd like to offer a warm welcome to Whitespace Work Software, the UK's leading waste and environmental software solutions provider.

This family run business has been in operation for over 15 years, starting as a solo venture based out of a garage and growing to over 50 engaged employees across the country.

I am extremely pleased with our success to this point: continuous growth since 2015, working with over 25% of Local Authorities and an average customer retention rate of over 95%.

There is much that makes this business unique but I am particularly proud of three key areas:

- Innovation – providing the best product on the market
- People – understanding our customers better than anyone else
- Trust – delivering a product that can be relied upon, from day one

The next few pages will give you a brief insight into our business, how we work with our clients and the key solutions we provide.

I hope you find this useful and get in touch very soon.

Best,

Mark Garvey, CEO



Whitespace Work Software

About us

Whitespace Work Software is the UK's market leading provider of waste and environmental software solutions to both local authorities and public-sector contractors.

Originally established in 2005, we help over 107 local authority operations and over 10 public sector contracts provide reliable waste collection services to residents across the UK. With an established track record, our extensive product portfolio is currently used for waste collection and disposal, environmental services, contract management and private financial initiatives.

We continue to invest in our products and people to meet and exceed the requirements of our customers. We aim to forge long term trusting relationships, with a passion for increasing quality and customer service at all times to help drive our customer's operations forward.

Our mission

Our mission is to support our customers to achieve efficient waste management procedures through innovative software solutions, providing benefits to their teams and the local communities.

Our vision

To be recognised as the UK's most trusted and innovative waste management software solution provider.

Our values

- **Teamwork** – We work together with every department and customer, sharing our knowledge and expertise.
- **Excellence** – We work to the best of our abilities, helping Whitespace grow through exceptional productivity.
- **Entrepreneurial** – We maximise the value from the delivery of our services.
- **Trust** – We deliver on our promises and hold our hands up if we don't get something completely right.
- **Learning** – We constantly learn, seeking new opportunities to improve our business, our solutions and ourselves.
- **Caring** – We build open and honest relationship, striving to find solutions best fitting for our customer.

"We went from a fully paper based commercial waste service, including manual invoicing, to using Whitespace for the management of end-to-end processing including in-cab and integration to our FMS system."

Lancaster City Council

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About us

In 2016 the UK generated 222.9 million tonnes of waste, 22.4 million tonnes of this was household waste and 41.1 million tonnes was commercial and industry waste(1). Although the amount of household waste generated dropped in 2017, it is clear vast quantities of waste needs to be managed properly by Local Council's in a manner that is of value to their community, meets regulations set by the Government and causes minimal impact to the environment.

Local Councils can run waste management services in-house using their own teams and equipment, or they can procure the services of a waste collection contractor. Both of these approaches have their own merits and challenges, it usually depends on the Council's structure and circumstances. Whitespace's dynamic solutions can be used in either circumstance, allowing it to provide a solution befitting to the Councils' needs.

Service providers

We work closely with some of the largest service providers, helping them deliver a valuable service to Local Councils.

Combining our strengths brings together the best from both worlds; Whitespace's knowledge in waste management solutions and the contractor's operational experience, resulting in a high quality waste collection service.

Starting from the early stages of the tender process, all the way through to delivery of the project and on-going support, we will work with the contractor in order to shape the solution to best meet the Council's needs.

Public sector

We work directly with local authorities and public sector organisations to provide communities reliable waste collection services.

Our solutions help councils achieve greater efficiency and improves the quality of their services whilst operating within their budgetary constraints and other challenges.

We quickly build close working relationships that encourages the free-flow of innovation and ideas, often identifying exciting opportunities where the solutions can be implemented into other areas of the Council, providing the same benefits to other departments.



Whitespace Work Software

How can we help

Our dynamic waste and environmental software solutions have been built to be moulded to the Council's needs with the goal to help them provide the best services to their local residents.

We understand each Council operates differently to one another, serving a unique community with their own set of expectations. This is why we will work closely with you from the very beginning of the project all the way through to delivery, and provide continuous support via rigorous training and frequent software upgrades. By working together to understand your objectives, requirements and challenges, we will provide you with a solution that's right for you.

Whitespace boasts a well versed team of project managers, customer support staff and account handlers. Each expert will guide you through every stage of the project, integrating our systems into your customer relationship management software and the Local Land and Property Gazetteer as seamless as possible.

After the project launched, our team will continue working by your side by offering support, first class training and frequent system upgrades so the system constantly improves your processes.

By working together we will help you improve:

- The efficiency of your waste management system by automating processes
- The quality of customer service by connecting your teams together in real-time
- Cost savings by going digital and removing the need for a paper-based system



"Using Whitespace has allowed to us to gain better control over our environmental impact, being able to control our routes and make efficiencies in our routing we've been able to reduce unnecessary mileage and reduce our fuel consumption and the emissions that are produced."

Carly Bouchere - Contact Manager at FCC Environment

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Our solutions

Our solutions have been built to improve the efficiency of waste collection and environmental operations performed for local communities.

We can deliver complete end-to-end software solutions. Whether your operations are small or large, we can provide you with the right solutions to manage your services effortlessly.



Municipal

A job management system designed to manage household waste collections.

Commercial

A commercial waste management system with in-depth reporting on sales and targets.

Environmental

An environmental job management system for services like street cleansing, fly-tipping and graffiti removal.

Mobile

Customisable, online digital forms that can be deployed instantly to teams in the field.

"The build team that we've had from both Whitespace and Biffa have been brilliant. We've got on really well as a team, we've worked as one organisation, gotta say I'm really impressed with the guys from there."

Joss Pressland - Waste and Engineering Services Manager at Cannock Chase District Council



Mobile in-cab

Connects your waste collection teams with back office in real-time through mobile devices.

Analytics

A business intelligence that can search, consolidate and analyse your data.

Telematics

Hardware that provides useful vehicle information like tracking, driving behaviour and idling time.

Resident Mobile app

Connects residents with their local Council and gives them information about their waste services.

"We have saved £2 million circ. by refining our existing process as well as reducing the number of fines that the we were required to pay due to un-auditable data. We can now obtain accurate data in an efficient and effective manner for the reporting requirements by implementing Whitespace"

Suffolk County Council

Whitespace Work Software

Working with us

Frameworks

Frameworks are used by public sector bodies to buy products and services from a group of qualified suppliers, saving time and money compared to entering into individual procurement contracts. A supplier can only register to a framework if they meet a set of standards and agree to legal terms to protect all parties involved in the contract.

Whitespace Work Software is pleased to be listed on the following frameworks:

- G-Cloud
- YPO
- YORtender
- Crown Commercial Services

Whitespace is also registered on a number of other regional portals as well. If you have any questions about which frameworks Whitespace is listed on, please feel free to call us.

Contact us

To discuss how we can help you make your organisation more efficient and for anything else, our experts are on hand.

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