

Product catalogue

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whitespace
work software

Product Catalogue

Content and introduction

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Introduction

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 contractors 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.

This catalogue will take you through our most popular solutions and services. Please get in touch to discuss them in more detail and find something right for you.

Product Catalogue

Whitespace Municipal

What is it?

Whitespace Municipal is a waste collection management system designed for local authorities and waste contractors across the UK.

It provides all the features needed to manage municipal waste collections from simple tasks to demanding work-flow processes and integrations.

How does it work?

Whitespace Municipal can integrate into most existing CRM systems and your Local Land and Property Gazetteer (LLPG), allowing information to flow in real-time between depot staff and call centre teams.

Scheduled rounds are set up and automatically sent to your teams every morning and ad hoc requests can be sent immediately through out the day. They can be updated using the vehicles' in-cab devices as the team progresses through the round and the customer service team will see the information update in real-time.

Its powerful auditing tool allows in-depth reporting on your waste targets effortlessly, helping identify locations or teams that need further support.

Features

- Integrates into your CRM software and LLPG
- Real-time communication between all your teams
- Automatically sends round sheets to the in-cab devices
- Send ad hoc requests to teams in the field instantly
- Record missing collections and complaints from residents
- Assisted collection notifications automatically display on in-cab devices
- Automatic route optimisation

Benefits

- Greatly improves customer services
- Reduces paper work
- Reduces fuel costs
- Automates admin tasks
- Collates accurate information
- Detailed analysis and reporting



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Whitespace Commercial

What is it?

Whitespace Commercial is a waste collection management system designed for local authorities and waste contractors across the UK.

It provides all the features needed to manage commercial waste collections from simple tasks to demanding work-flow processes.

How does it work?

Whitespace Commercial can manage your full commercial operations from capturing a prospect's details through a quote, to generating a contract and managing collections.

Scheduled rounds are set up and automatically sent to waste collection crews every day. They can be updated using the vehicles' in-cab devices as the team progresses through the jobs and the customer service team will see the information update in real-time.

A powerful auditing tool allows in-depth reporting on your commercial operations effortlessly, providing an overview of financial data and identifying growth opportunities.

Features

- Create, view and edit existing customer contracts
- Generate duty of care documents and renewals
- Real-time communication between all your teams
- Send chargeable ad hoc requests to teams in the field instantly
- Calculate invoices over any time period
- Extensive discount capabilities
- Capture quotes via Whitespace Mobile on site
- Automatic route optimisation



Benefits

- Greatly improves customer services
- Reduces paper work
- Reduces fuel costs
- Automates admin tasks
- Collates accurate information
- Reporting shows opportunities

Product Catalogue

Whitespace Environmental

What is it?

Whitespace Environmental is a job management system designed to help local authorities and contractors across the UK.

It provides all the features needed to manage environmental tasks like ground maintenance, public bin collection, fly tipping and graffiti removal.

How does it work?

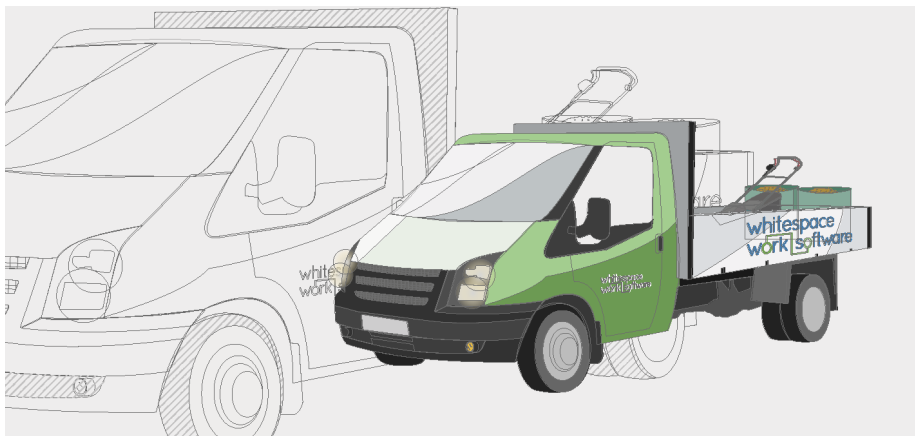
Whitespace Environmental can integrate into most existing CRM systems and your Local Land and Property Gazetteer (LLPG), and information about land ownership and facilities added using GIS mapping.

Scheduled rounds are set up and automatically sent to your teams every morning and ad hoc requests can be sent immediately through out the day. Jobs can be updated using the vehicles' in-cab devices as the team progresses through the tasks and the customer service team will see the information update in real-time.

The powerful reporting tool allows in-depth reporting on your jobs effortlessly, helping inform strategic decisions.

Features

- Integrates into your CRM software and LLPG
- Map data of the local area like land ownership and facilities
- Real-time communication between all your teams
- Jobs automatically scheduled and sent at the start of the day
- Instantly update jobs and send ad hoc requests to teams
- Save photos and videos as evidence of work completed
- Automatic route optimisation



Benefits

- Greatly improves customer services
 - Reduces paper work
 - Reduces fuel costs
 - Automates admin tasks
 - Collates accurate information
- In-depth analysis and reporting

Product Catalogue

Whitespace Analytics

What is it?

Whitespace Analytics allows you to accurately capture and analyse your collections and exceptions data.

Information is presented through visual aids like graphs and heat maps, helping you make strategic decisions to improve your services' efficiency.

How does it work?

Field teams can record issues like fly tipping, graffiti and overflowing bins etc using their mobile devices, recording key information such as the type of issue, exact location, time, take photos and provide comments. This data can then be combined with the majority Council back-office systems giving you in-depth, cross-system reporting.

Whitespace Analytics consolidates the information and presents it in an easy to understand way with fully customisable layouts and filters, allowing you to focus on any aspect of your service.

It is an ideal tool for supervisors and managers looking to make better-informed business decisions.

Features

- Interactive access to your waste and environmental data.
- Monitor performance against KPIs.
- Visualise your data with state of the art graphics.
- Access, analyse and capture data from mobile devices.
- Consolidate data for all aspects of your waste collection operations.
- Customisable dashboards and visual aids.



Benefits

- Monitor performances
- Make informed decisions
- Reduces paper work
- Automates admin tasks
- Collates accurate information
- Work more efficiently

Product Catalogue

Additional modules

Whitespace Mobile

Whitespace Mobile gives you the tools to build engaging digital forms and allows data to flow between your teams in real time.

Its broad range of features include scheduling daily jobs, automated workflows issuing ad hoc requests, all having been designed to streamline your operations.

Telematics

Whitespace works closely with some of the leading telematic providers in the UK to deliver a world class fleet management service.

Our fully integrated system can provide you with vehicle information such as tracking, driving behaviour, idling time, tachograph, ETAs and more. Through our off the shelf integration we are also able to supply real-time data on round progress, instruction progress and any exceptions recorded, enabling a quick response to customer enquiries.

Whitespace Mobile Resident app

Our mobile app connects residents with their local council, helping them work together to improve the local area.

The app gives residents a waste collection schedule, bin day reminders, access to local news and the ability to report on issues like missed bins, graffiti and fly tipping.

In turn the council can analyse this data to identify areas within their community that require further support and regularly send updates directly to their residents.

Whitespace Mobile In-cab

Whitespace Mobile In-cab is an application that connects your field teams in real-time with your business centre and staff.

It allows crews to use in-cab devices to provide live data from completed work, send feedback and images, and receive their next job or any additional tasks you wish to send them.

Hardware and services

We can provide you with a range of mobile, in-cab devices and accessories to meet the needs of your fleet.

Whitespace has partnerships with leading UK suppliers to ensure we offer the best solutions on the market at a competitive price. Our after sales and installation support is of the highest quality with an online support site, access to multiple engineering resources and an end-to-end service to manage any requirement.

Whitespace Resident Portal

The resident portal allows councils to provide a one-stop-shop for their residents' waste collection needs.

Residents can use the portal to see their waste collection details; when their bins are due to be collected, live status update of the collection crew's progress and send a report if their bins are missed.

They can also arrange ad hoc requests for specialist services like bulky, garden or clinical waste collections, and take payments online too. It even allows residents to provide feedback directly to the Council and report any fly tipping and other environmental issues they may see.

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