

City of Boroondara – Digitising Hard Waste (Customer Experience)

Following years of daily paperwork to coordinate jobs, and double handling information to update CRM, we created a hard waste app and connected digital dashboard that created a better information flow between our drivers and related teams.

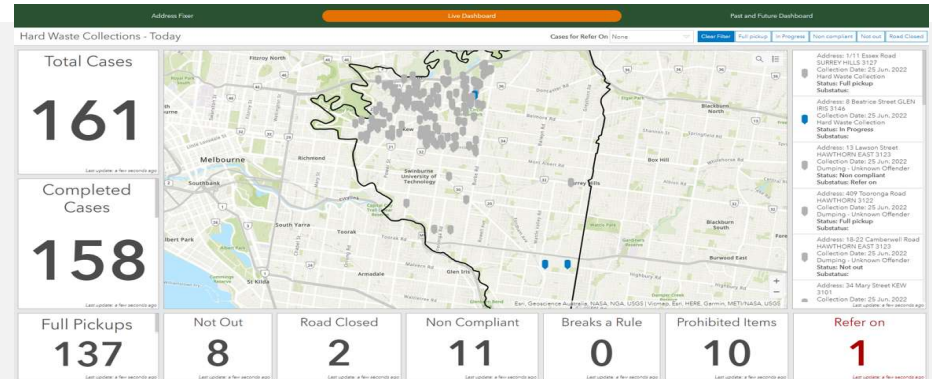
This digitised a previously very manual process and uses **data and technology to improve our responsiveness to customers.**

Council manages approximately 26,000 hard waste collection requests per year.

Our customer service team are now providing real-time collection updates including a 50% improvement in handoffs

Survey results show that customer satisfaction levels have improved and complaints relating to hard waste have dropped by 5%

Booking lead times have reduced from 4 - 6 weeks, to 3 weeks or under



Key outcomes:

- A paperless workflow and automated systems
- Ability to track progress and access job notes in near real time
- Real time information on hard waste collections, as well as historical and future data for planning purposes
- Faster response/resolutions for customers queries
- Faster service delivery
- Improved responsiveness to customers and first call resolution rate
- Missed Hard Waste (eg due to road closure) and Dumped Rubbish cases reported late in the day are now resolved next day
- Our team leaders can offer real-time guidance on difficult cases