

# Waste Service Management



## Complete Management, Comprehensive Accountability

To maximize service efficiencies and minimize costs, multi-site businesses need to track, analyze, and report on key waste metrics across their portfolios. Handled internally, that's much easier said than done.

- Reporting provided by brokers and national haulers typically omits data that is captured by other vendors or billed on combined commodity (e.g. water/sewer) bills.
- Service details are not consistently reported on bills.
- Waste haulers are notorious for unplanned fee increases—or slipping in extra fees on bills—even when the practice is prohibited in contracts.
- Facilitating service requests across hundreds, even thousands of sites equates to overwhelming management activity.

Managing waste services across a multi-site portfolio can be complex and time consuming. ENGIE Insight's Waste Service Management offering ensures that data is captured and available for reporting, haulers are held accountable for their contracted terms/pricing, and sites have a single point of contact for all of their waste management needs.



## Unparalleled Visibility

The Waste Service Management solution provides ENGIE Insight customers comprehensive reporting, hauler accountability, and administration of hauler management tasks.

By tracking key service-level metrics across your portfolio, ENGIE Insight provides clients with actionable insights derived from the visibility and transparency of the data ENGIE Insight manages. That insight creates opportunities for ENGIE Insight clients:

- Ensure hauler accountability, ensuring the maintenance of agreed-upon service levels.
- Achieve cost avoidance, achieved through ongoing analysis of contract terms in relation to actual services provided.
- Ease of the administrative burden associated with waste program management.
- Provide timely service to new sites and appropriate termination of services no longer needed.
- Audit service charges to ensure service levels are in line with contract agreements.



Average years experience of ENGIE Insight Waste Program Managers.



Clients can view their waste data within the same platform they access similar energy and water metrics.



ENGIE Insight's call center is available 24/7, staffed by trained, industry specialists.





## Service Provider Accountability

By monitoring service fees and auditing every bill received by the vendor against the contract rate, ENGIE Insight Waste Service Management enables:

- Thorough visibility and reporting, across all sites. ENGIE Insight's web-based reporting platform provides easy access to site-level waste cost, volume, weight, and diversion data, as well as service and contract details. ENGIE Insight clients can view this waste data within the same platform they access for similar energy and water metrics.
- Service level compliance. It's not uncommon for 50% of the charges on the first hauler bill received to differ from those bid in procurement. ENGIE Insight Waste Service Management experts identify and dispute price increases and extra fees not outlined on the client contract.
- Unparalleled customer support. ENGIE Insight's expertly-staffed call center is available 24/7; Service requests can be submitted via phone, e-mail, or online. The single point of contact reduces the administrative burden on clients, allowing them to focus on their core business.



## Service Management Made Easy

ENGIE Insight facilitates service management tasks, allowing our clients to focus on proactively driving cost savings and facility efficiencies. We combine unprecedented data aggregation and analysis, technology, and waste industry expertise to deliver powerful, actionable business insights to our customers.

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### See More

Gain visibility into the costs of current service levels and identify opportunities for waste stream optimization.



### Save More

Reduce waste expenses by choosing the best waste haulers and right-sizing individual waste stream service levels.



### Sustain More

Implement Zero Waste initiatives and improve corporate responsibility standing by reducing the amount of material sent to landfills.

## CONTACT US TODAY

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