

MAYRISE WASTE MANAGEMENT



Overview

Mayrise Waste Management is the complete package for helping you manage your refuse collection and cleansing services more effectively. It empowers efficient handling of enquiries, monitoring of performance and co-ordination of rounds, inspections and works orders, giving you the ability to efficiently handle all aspects of your waste operations.

Key Features

Intuitive Interface

The user interface is designed around Waste Management specific terminology and business processes, not our database, to ensure its use is intuitive and fast to populate for all users.

NLPG

The NLPG underpins the premise database and allows easy setup of bin inventory and collection data.

Inventory

Create a full inventory of bins by premise, collection days and rules along with images of each item. Tools allow simple creation and editing of the database.

Mapping

Fully integrated mapping allows clear visualisation of your rounds and can be used with a polygon select tool to create new rounds efficiently.

Customer Enquiries

Log customer enquiries for resolution through the database and mapping. Raise works orders through to Street Cleansing teams and track progress to respond effectively to your customers.

Rounds Management

Effectively manage rounds with full and clear inventory of premises, bins and collection schedules. Easily track progress, track enquiries, raise ad-hoc works and edit or create new rounds with simple tools.

Trade Accounts

Setup and manage trade accounts with bins, rounds and full financial management including invoicing.

Fly-Tipping Management

Utilise the mobile and in-cab software enabling your operatives to log items of fly tipping or incidents requiring a response from the street cleansing team. Mapping allows accurate locations to be logged.

Integration

A comprehensive range of tools and APIs allows integration with third party systems including CRM and other Works Management systems to ensure complete processes across your organisation.



Mobile

Mayrise Waste Management is available with a mobile interface and in-cab device to help you further improve efficiency and make life easier for your operatives. Mobile software will allow for logging of incidents such as fly-tipping whilst on site giving the most accurate and up to date information as well as logging of issues such as missed bins or non-collections for contamination.



Online

Waste Management can be delivered on the Mayrise Online hosting service. Use our secure hosting service and get the best performance from the software. Reduce the burden on your IT with managed performance, updates and monitoring.



Support

We provide dedicated ITIL aligned support, with a team of knowledgeable staff here to answer your queries and ensure you get the most from your waste management solution. Yotta are providers of CPD certified training.



Benefits

So, you're an Operative...

No more dealing with paper and duplicating effort inputting details back in the office. Use the mobile or in-cab software to become more efficient whilst on site. Log incidents accurately against the mapping to provide coordinates, log missed bins or contaminated bins for follow up works. Manage ad-hoc works whilst on site with a clear inspection list and close cases to update the call centre in real time.

So, you're a Manager...

Manage your refuse collection and street cleansing operations with Mayrise Waste Management. Setup and manage effective rounds including trade accounts allowing your department to be revenue generating. Effectively manage customer enquiries with call centre software and on site with the in-cab software. Tackle issues such as fly-tipping with the in-cab software. Full reporting will allow you to track and measure performance.

So, you're a Director...

The system allows for end-to-end management of waste services, seamlessly integrating between contact centre and operatives in the field, delivering a better service to the public, fundamentally saving time and resources which can be invested in other areas.

Waste Management in Use

Northumberland County Council

Northumberland County Council has implemented a new waste management system from Yotta to help improve service delivery, increase operational efficiencies and boost customer service. The Mayrise Waste Management software was chosen after rigorous testing and market evaluation with the final selection based on ease of use, compatibility with other systems and expandability.

"We selected Mayrise Waste Management software as it ticked all the boxes," commented Paul Jones, Head of Waste and Fleet Management at Northumberland County Council. "We wanted a single 'corporate' solution that could offer us an improved waste management system that had the ability to integrate with our customer service system Lagan, was easy for customer service and front line staff to use, but which also had the potential to incorporate other Council's services such as highways maintenance, street lighting and cleansing".