



## Press Information

# Conwy County Borough Council choose new software to run all waste operations

[Conwy Borough Council](#) has chosen [Whitespace Waste Software's](#) Power Suite software to run its Domestic, Commercial waste and Streets Scene operations. The software will enable the Council to record, manage and administer all of its waste collection, disposal and environmental services. Expected benefits include a reduction in the Council's labour resources, payment debt for trade waste and increased levels of service.

For the Council's rounds and routing activities, Power Suite's multi layered scheduling engine will allow the allocation of containers, mixed bins and sacks bags, or services against locations and is mapped over time. The system's worksheets module will deal with all ad-hoc activities and supports processes that include the delivery and collection of bins, bulky waste and kerb side boxes – as well as complaints. The system also automatically creates Duty of Care agreements for the trade waste operation.

For invoicing and customer care activities, the system's single database is planned to integrate with various other Council IT systems including its accounts and gazetteer. One of the key features will be the ability to produce exportable reports on all aspects of system information and logs of contracts, together with variations for both scheduled and unscheduled work - as well as complaints and resulting remedial action.

Introduction of Power Suite will ensure that all customer invoicing and queries accurately reflect the information and history across the entire waste department - maximising revenue creation/collection and liberating staff resources by reducing the amount of manual data input.



## Press Information

The Council will also be able to produce reports on the success of its environmental activities, both in terms of efficiencies and waste targets, to help address DEFRA and BVPI regulatory reporting requirements.

Phil Garvey – MD – Whitespace said “Conwy is the first Welsh authority to choose Whitespace and it’s great to have the responsibility for the full waste cycle - from disposal to collection. Our Power Suite set of products met the entire range of their requirements and we look forward to working with many more Welsh Authorities.”

Matt Williams who lead the procurement at Conwy Borough Council added, “We are delighted to be working with Whitespace, its Power Suite system will make our operations even more effective and customer focused. We will be implementing the full product suite in a phased fashion over the coming months.”

*ends*

### **About Whitespace**

Whitespace Waste Software is the Market Leader in the supply of Environmental Services Software Solutions to the UK Local Authorities market. Since 2005, Whitespace has grown rapidly in size with now over 40 UK customers that include Unitary, County, Metropolitan, Borough and District Councils.

Whitespace’s waste management solution, Power Suite, consists of products that enable Local Authorities to efficiently manage their domestic and trade waste collection/disposal services, together with street cleansing operations. The software also centrally manages and integrates disposal costs and automates the production of WasteDataFlow statistics across any combination of County, Metropolitan, Borough and District Councils and Contractors.

[www.whitespacews.com](http://www.whitespacews.com)

### **For more information contact:**

Nick Hall, Whitespace media relations

Tel: + 44 (0)7949 111174

Email: [nick@hallcommunications.co.uk](mailto:nick@hallcommunications.co.uk)