10

SPOOKY WAYS

Your Workflow & Billing Software Could Be Undermining Productivity

Your workflow and billing system should be the nerve-center of your hauling business — the brains, if you will. But what if those brains aren't all they're cut out to be? The results can be nothing short of horrifying!

Mummified software

It's there, but it can't talk to other software systems. So you're left doing all the translating.

Time warps

You never have enough staff time to do it all. It's as if you're operating at the edge of a black hole with an unending appetite for labor hours.

Excruciating pain

You're trying like Hades to grow your business, but it hurts. So. Much. Oh, the growing pains!

Invisible data

Without accurate, real-time information to help you make decisions, scaling services can be difficult, risky, or both. Time to cross your fingers and consult your crystal ball.

Undead revenue cycles

Getting paid takes so long, you'll need nine lives to realize a profit.

1

Your system isn't built for haulers

A system that's built for your specific industry will include only the features you need to make it work for your organization. This also means less customization that has potential for introducing scary vulnerabilities.

2

The reporting tools aren't helpful

You put data in but can't get it back out in a format that tells you what you really need to know. Eek!

3

Security is an afterthought

Really want to kill your productivity? Don't investigate how secure your software really is — and reap the evil rewards of downtime!

Tip: Key security elements you should look for include a strong password policy, multi-factor authentication (MFA), and secure sockets layer (SSL) communications. Your vendor should support best practices like no login sharing and the ability to perform audits.

4

Demand exceeds your ability to deliver

Business is knocking, but you're all tied up! Being chained to paperwork is a poor excuse for not attacking new business opportunities.

5

Internal friction

Accounting is always blaming the operations team when something goes wrong — or the other way around. Talk about a war of the worlds! Interpersonal problems often fester when processes are clunky or disconnected.

6

DIY solutions

If building a new spreadsheet is your team's answer to a new business process, you may want to consider it a howl for help.

7

Too much paper

If you can't input information directly into your system without passing notes, Post-its, or emails, that's a sign that your systems are disconnected or too complex.

8

Poor support

If the vendors for your current software can't support the product to your satisfaction, or if they don't have waste-industry knowledge, you won't get full value out of the product. Now that's scary!

9

Jammed radio waves

Heavy radio communications are disruptive, imprecise, and often don't get documented.

10

Slow responses and lack of intel

Can't handle customer inquiries promptly? Drivers spend too much time (and fuel) on go-backs? Can't see what's happening at the curb? You need an enterprise reporting system — with integrated onboard computers and cameras, too.

If your business suffers from any of these telltale signs, it's time to make a decision. Will you remain a victim for all eternity? Or will you summon the courage to fight back with an ERP solution that empowers you to do more, take on more business, and meet your goals? The choice, however spooky, is yours!

Don't let scary software and poor integration haunt your business forever. We're here to help. Let's talk!

Routeware