



Waste management companies are cleaning up their

# outdated technology

## AT&T Workforce Manager helps manage field-based employees, vehicles, and assets

The AT&T Business Solution	
Companies purchase:	AT&T delivered:
AT&T Workforce Manager and AT&T Enhanced Push-to-Talk	Mobile forms that allow drivers to validate client requests for service exceptions and enhance container maintenance
Add-on features: ELD (Electronic Logging Device)	A way to support regulatory compliance and manage field force time records

Waste management companies today sometimes rely on outdated, legacy GPS solutions with limited abilities. Some companies have been using the same GPS system for more than 10 years. Their aging, underperforming tech systems can cause multiple pain points:

### Service exceptions

Valid service exceptions (missed pickups) require companies to send trucks at non-scheduled times without charging the clients. Often, however, a missed pickup can be the client's fault, such as a blocked or locked bin. Paper logs inconsistently filled out by workers can make it difficult to prove that the bin was inaccessible, costing time and money.

### Container maintenance

Dated technology drags on a company's efficiency when it comes to reporting and solving container maintenance issues. Drivers don't always have a timely, easy-to-use way to report overloaded or damaged containers to their dispatchers and call centers.

### Timestamp inaccuracies

Some companies can't accurately track remote employees' federally mandated lunch breaks. This can lead to (1) employees filing false complaints about working through lunch; (2) other employees working through lunch to be more productive, inconsistent with regulatory rules; and (3) employees claiming they were working when they were actually taking long lunches. These issues expose companies to additional risks and losses and reduce their productivity.

## Digitally transforming with AT&T Workforce Manager

Waste management companies that find themselves dealing with these issues can replace a legacy GPS solution with AT&T Workforce Manager and AT&T Enhanced Push-to-Talk. And by adding Electronic Logging Devices they ensure their company was compliant with Electronic Logging Device laws, avoiding costly violation penalties.

## Enhancing operations

By virtually eliminating these pain points, waste management firms can experience greater savings, efficiency, productivity, and regulatory compliance. Not only does this enhance their customer service and bottom line, it also positions them for growth. With cutting-edge, connected solutions from AT&T to help them manage a variety of assets, you can feel you're ahead of the curve in today's fast-paced, competitive world.

Thanks to AT&T solutions, companies can efficiently manage their field-based employees, vehicles, and assets through cloud- and IoT-powered technologies.

### Why AT&T

We provide you with cutting-edge managed mobility solutions to keep your employees connected in today's fast-paced, competitive world. We offer services in Mobility, Voice and Collaboration, Cybersecurity, IoT, Cloud Solutions, Internet and Networking Services, and DIRECTV for Business for companies of all sizes.

For more information about AT&T Workforce Manager, visit us at [att.com/workforce-manager](http://att.com/workforce-manager)

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