

Grogan Disposal saw a 30% reduction in office and postage fees

HAULER HERO CASE STUDY

Key metrics

Hauler Hero's impact

% -30%
Office Expenses

-10%
Faster Collection

-15%
Quicker Routing

10 HRS/WK
Time Saved

About Grogan Disposal

Grogan Disposal Company, based in Cumming, Georgia, has been a trusted name in the waste industry since 2011.

The company prides itself on its family-oriented culture, with 20 full-time drivers and a dedicated office staff of four.

"Hauler Hero came along exactly when we needed them the most. They have been nothing but good for us, providing exceptional customer service and transforming our operations. We've saved time, money, and significantly improved our customer satisfaction. We look forward to a long partnership with Hauler Hero."

Jessica Smith, Office Manager - Grogan Disposal

GROGAN'S CHALLENGE

Before engaging with Hauler Hero, Grogan Disposal used an outdated, server-based software system that struggled to keep up with the company's growth and the modern demands of the industry.

- The lack of optimization for routing, billing, and customer service created significant inefficiencies, leading to increased workload and operational stress.
- Grogan Disposal's old software was antiquated, requiring manual routing without optimization and causing frequent errors in billing.
- The system's limitations made it difficult to handle the increasing volume of customer requests

HAULER HERO'S SOLUTION

The transition to Hauler Hero began with a thorough demo and support from the Hauler Hero team, who provided continuous assistance to ensure a smooth implementation.

Despite initial challenges, such as adapting to new tablets for drivers, the process was well-supported, with Hauler Hero's team offering guidance and resolving issues promptly.

GROGAN'S BENEFITS

- Grogan Disposal saw a 30% reduction in monthly fees related to office supplies and postage.
- The platform's route manager and real-time updates minimized errors and improved communication between the office and drivers.
- The introduction of tablets allowed drivers to document service issues with photos and timestamps, providing better accountability and resolution of customer inquiries.
- The ease of use of Hauler Hero has enabled Grogan Disposal to focus on growth and customer service, leading to increased business and customer satisfaction.