


# Olson Sanitation solved its operational challenges with Hauler Hero

## HAULER HERO CASE STUDY

### Key metrics

 **4 months**  
Implementation

 **6 drivers**  
Running Routes

 **7000**  
Active Customers

### About Olson Sanitation

Olson Sanitation, based in Somerset, Wisconsin, is a residential curbside collection company serving approximately 7,000 customers. Carrie Josephson, the office manager, oversees the daily operations and ensures smooth coordination between the office and the field.

Before adopting Hauler Hero, Olson Sanitation used a different system that, although functional, had significant issues.

*“We didn’t realize how bad our old system was until we experienced the seamless functionality of Hauler Hero. It’s been a game-changer for our operations, saving us time and reducing stress across the board.”*

**Carrie Josephson, Office Manager, Olson Sanitation**

### OLSON’S SANITATION CHALLENGE

Drivers tablets often malfunctioned, leading to route inefficiencies and scrambles to distribute route sheets. Billing issues caused delays and frustration, with the system crashing frequently during invoicing processes. Despite these issues, the system worked "well enough," masking the extent of the problems until the switch became necessary.

Operational inefficiencies and billing problems affected daily workflows, leading to time wastage and increased frustration among staff and drivers. The system's unreliability also meant Olson Sanitation had to scramble to manage routes and customer communications effectively.

### HAULER HERO’S SOLUTION

Hauler Hero emerged as the perfect solution when their previous system announced its shutdown. Initially hesitant due to the urgency of the switch, Olson Sanitation was pleasantly surprised by Hauler Hero’s capabilities and support.

The transition to Hauler Hero was impressively smooth. Hauler Hero’s implementation team ensured a seamless switch, managing to alleviate concerns and deliver a flawless onboarding experience even amidst tight deadlines.

### OLSON SANITATIONS’S BENEFITS

The reliability of the driver tablets improved route efficiency, and the billing process became markedly easier and more reliable. The office team immediately appreciated the intuitive interface and the reduction in operational hiccups.

With Hauler Hero, Olson Sanitation has experienced a significant reduction in operational inefficiencies. The driver tablets work consistently, eliminating morning scrambles. Billing processes are now smooth and fast, freeing up valuable time. The system's uptime has been exceptional, providing peace of mind and stability.