

Wallace Sanitation achieved process streamlining and digitalization

HAULER HERO CASE STUDY

Key metrics



1

Active Truck



+500

Active Customers

About Wallace Refuse

Wallace Refuse and Disposal, a family-owned trash hauling business, faced significant operational challenges in its early years. With just one truck and one driver, owners Wendy and Brent Wallace struggled to manage routes, billing, and customer service efficiently.

Hauler Hero became the ally they needed to streamline their operations and elevate their service quality.



"Hauler Hero has been a game-changer for us. The routing feature alone has streamlined our operations immensely, and their customer service is unparalleled. They make me feel like a professional. Their support during our contract with an entire town was invaluable. Hauler Hero is more than software; they're a partner in our success."



Jessica Smith, Office Manager - Grogan Disposal

WALLACE SANITATIONS'S CHALLENGE

Wallace Refuse and Disposal faced the task of managing their growing customer base with a rudimentary system. They were not able to streamline routing and provide real-time updates.

Operational Inefficiencies: The driver's route plan was chaotic, often leading to missed pickups and customer complaints.

Customer Dissatisfaction: frequent complains about missed pickups or delayed services.

Administrative Burden: Wendy spent excessive time managing billing and routing manually, leaving little room for customer service improvement or business growth.

HAULER HERO'S SOLUTION

Hauler Hero presented itself as a comprehensive software solution tailored for waste management businesses.

Implementing Hauler Hero was a smooth process, supported by a dedicated implementation specialist. Despite initial concerns, Wendy found the transition straightforward, with Hauler Hero's team providing continuous support.

WALLACE SANITATIONS'S BENEFITS

With Hauler Hero fully integrated, Wallace Refuse and Disposal experienced significant improvements:

Operational Efficiency: The driver's route is optimized, reducing fuel costs and improving service reliability.

Customer Satisfaction: Real-time information and prompt issue resolution led to higher customer retention and referrals.

Administrative Relief: Wendy saved hours weekly on billing and administrative tasks, allowing her to focus on business growth and customer engagement.