

WEIGHTRAX CASE STUDY



▶ Customer Overview

- ▶ Industry: District Council
- ▶ Facility: Landfill site
- ▶ Weighbridges: Single weighbridge inwards and outwards
- ▶ Access levels: Operators, Managers, Administrators
- ▶ Software: Weightrax installed configured to landfill/transfer stations



▶ Benefits Summary

- ▶ Being web enabled, information and reports are remotely accessible by authorised personnel. Site visits to collect information are no longer necessary.
- ▶ Updating files, making changes or adding customers can also be carried out remotely. No fuss. No delay.
- ▶ The Weightrax touchscreen is as easy as it gets for operators. With bold graphics and clear instructions it just doesn't get any easier.
- ▶ Secure login passwords, customer and pricing information is held on a secure web server and any manual over-rides are flagged for review and audit purposes.
- ▶ With all the information and reports that managers and administrators could want available online, back office costs are reduced. When support is required it's available online. Fast, efficient support from the people who developed the software,

Council Steps into the Future

This case study is about a Council owned and operated landfill facility. It had been using weighbridge software for some years, and it worked. But there were problems and inefficiencies that cost time and money on an ongoing basis.

Weightrax software gave them what they were looking for and proved to be a major step into the future.

▶ Historic issues

The issues faced by this customer were typical of many landfill operations using older generation weighbridge software. The biggest issue was that collecting the days transactions meant a manager had to drive to site, copy the transaction file, then return to the office to import the data into their invoicing package.

Another costly issue was that updating material information had to be carried out by the software supplier, again necessitating a site visit to manually update the files. Apart from the cost, such site visits had to be scheduled, meaning changes could not be made as and when required.

A third frustrating issue was that in situations where the weighbridge customer changed their mind about method of payment, the system required the original transaction to be processed, then voided and re-processed.

The last major issue was one of data security. In the event that a problem arose with the weighbridge computer, all data would be lost and the software supplier would have to rebuild the PC with new software.

▶ Weightrax solutions

By upgrading to Weightrax software, the Council obtained numerous benefits. Foremost among these is due to the systems web enablement which means that anyone with a secure login can access the Weightrax website to view transactions, call up reports, or modify and add information. No need for time consuming, costly visits to the site. Everything can now be accomplished remotely via a secure website.

And there's no longer any need to pay a software engineer to manually update files on site, or to work around their timeframe. Modifications and additions can now be carried out remotely by authorised Council personnel, as and when necessary.

Time delays resulting from a changed method of payment are also a thing of the past with Weightrax software. That's because the final weight and price is clearly shown and the screen display can be changed from say, 'cash' to 'eftpos', before printing the docket, saving time and frustration.

Finally, the security issue. As all the valuable site information is held on the secure website, even if the weighbridge computer goes 'down', the site can be re-built with all data captured prior to the last synchronisation.

▶ Customer Comments

"Web enablement was certainly the right move for us. Our finance and administration people can now get the information they need, whenever they need it directly via our secure online account. The system is stable, secure and easy to use".

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Due to continuing development, changes may be made to Weightrax without notice.

Nothing else comes close to Weightrax