Bulk Item Collection

POWERFUL. AUTOMATED. INTEGRATED

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KENSINGTON
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sussex
county
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London Borough of
Redbridge

DIGITAL IMPACT
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INNOVATION
rocktime

Rocktime's verso™ software provides a platform for the management of Garden Waste Collection, citizens registration and process transformation.
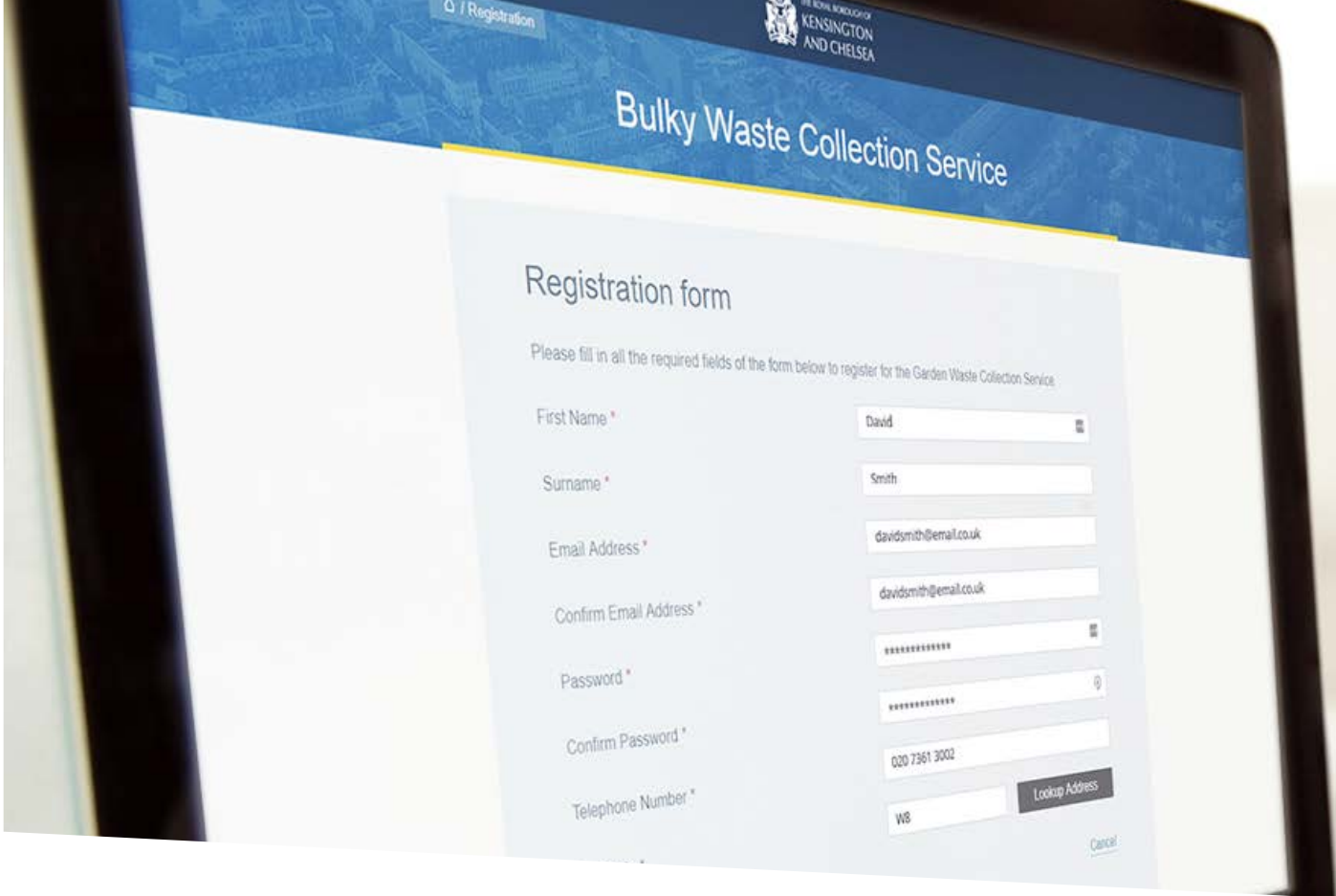
Used as a stand alone system or fully integrated, the platform can be tailored to mirror and improve a local authority's internal processes and user engagement.

Key Features

- Automated Online Registration
- Payment Platform Integration
- Postcode Lookup Integration
- Administration Dashboard
- Concessions & Additional Items
- Notifications
- Reminder Alerts
- Active Directory Integration
- Management Reports function
- On screen help system for applicants
- In-cab Integration
- Crew & Collection reports
- Integration with Gazetteer

Key Benefits

- Full automation of the subscription process
- Improve internal resource efficiencies
- Rapid deployment
- Fully configurable branding and style
- Browser based front end and control panel
- Responsive Framework supporting mobile devices for improved user experience

System Functionality

Branding/ UX

The developed system is configured to local authority brand guidelines.

The platform is built using a responsive framework allowing an optimised experience for desktop, tablet and mobile users.

Registration/ Subscription

New users (citizens) will be required to complete a registration form using a Postcode look-up to ensure only residents of that borough apply for the service whilst also pre-populating the address fields creating a simplified user experience.

Once registered, citizens will be able to return to the platform and sign in to their dashboard using their email address and chosen password.

Payment Processing

The Garden Waste Platform integrates with local authority chosen Payment Gateway Provider (PGP). The amount due will be based on the remaining months in the current collection year and will be calculated by the system on a pro-rata basis.

Admin Payment Management

The Garden Waste Platform offers admin the facility to take phone payments for one-off collections rather than via subscription.

Concessions & Additional Items

Citizens are able to order such additional items as Jute Bags through their online dashboard. The pricing for these bags will be editable through the control panel, and also any limit on bags per user. Users will be required to make an immediate payment for additional items in this case bags through the PGP. Once an order is complete the system will send a confirmation email to the user and to a generic Local authority email address for processing.

The local authority may offer a discount for those on benefits, the cost reduction can be edited through the control panel. As standard there is no requirement for validation of the user's status, this discount is given on trust (this can be added on request as an additional feature).

Notification & Reminders

Users are sent reminders and notifications via email from the Garden Waste Platform. Typically, these reminders will be sent a key trigger points such as:

- A competed purchase
- Confirmation of registration
- Password change
- To renew their subscription for the following year

Reports

The Garden Waste Platform includes a reporting function in the admin dashboard. As a standard the reports will include weekly reports of registered residents with address in the borough which can be sent to the local authorities chosen contractor for collection.

Additional reports can be added to the system post delivery (at additional cost).

Hosting & Security

Rocktime has a proven track record delivering customised hosting solutions to Public Sector in terms of location, network services, managed service levels and support capability.

All solutions provide scalable options for increasing (or decreasing) the number of web servers.

Rocktime's robust hosting includes:

- Secure, off site protection for business applications
- State of the art UK data centre including advanced power, security, cooling, & fire suppression
- Cost effective connectivity
- Efficient, centralised control
- PCI Compliant Microsoft Azure Hosting
- CESG (Pattern 10) Compliance
- GDPR Compliant

About Rocktime

Rocktime is an award-winning specialist software development company which uses the latest Microsoft .NET technology. Using business intelligence and user behaviour analysis we deliver market leading applications to notable organisations and local government supporting their performance improvements and increasing overall efficiency.

The company provides bespoke development services to support one-off projects as well as supporting and developing upon a number of public sector focussed SaaS platforms and its market leading verso™ process automation and case management cloud software.

Get in touch

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