



# Municipal Service Management Framework

2021

[www.selectedinterventions.com](http://www.selectedinterventions.com)

# About ECHO

ECHO is

- an 'Integrated, real-time, multi-contract, multi-service, event driven, environmental service management framework'.
- environmentally aware and can manage services to point addresses and locations, street sections and areas so can be configured to manage any municipal service.
- utilised within the UK and overseas by class leading environmental service providers for management of municipal and commercial environmental services.

ECHO supports regular and ad hoc tasks and inspection processes, processes use common elements which are augmented within the framework with additional data workflows and behaviours to create customer specific processes.

## Services Managed

Current implementations support:

### **Regular scheduled work**

- Municipal door to door refuse and recycling collections
- Street scene
- Sweeping
- Beach and park cleaning
- Trade waste and recycling
- Medical/confidential waste services

### **Ad hoc work**

- Tanker and Skip operations
- Container deliveries
- Bulky collections

### **Inspections**

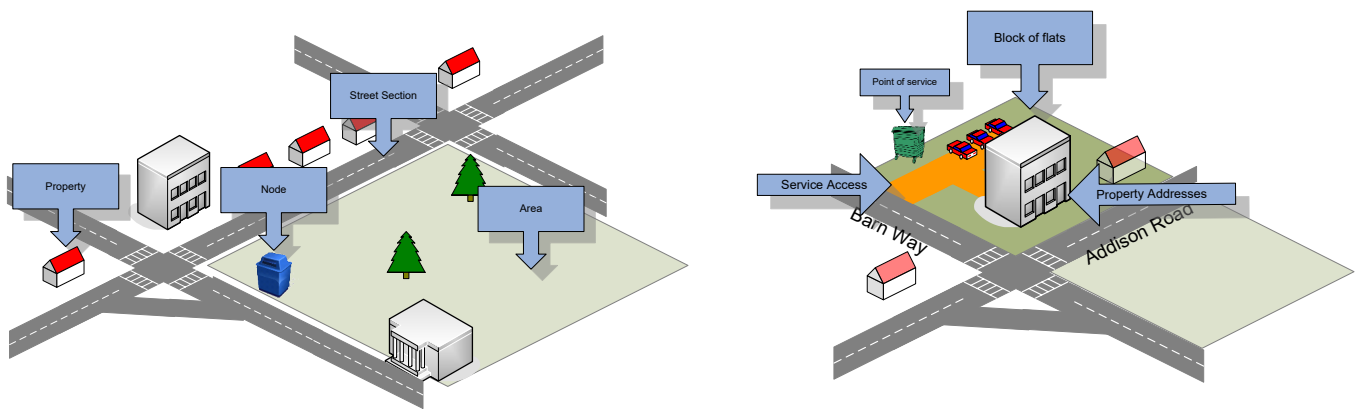
- Supervisor checks
- Quality Inspections



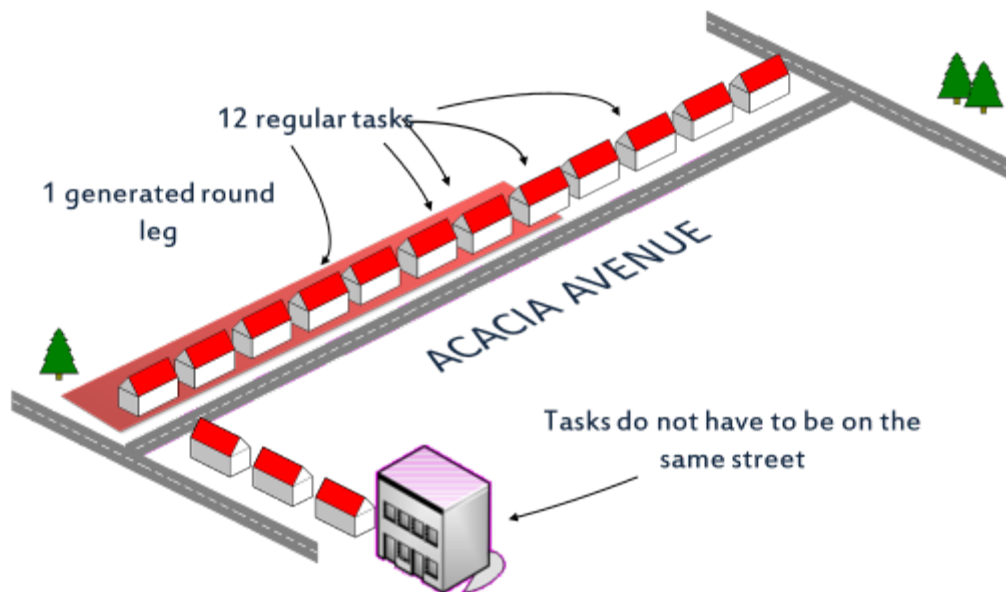
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# Service Structure

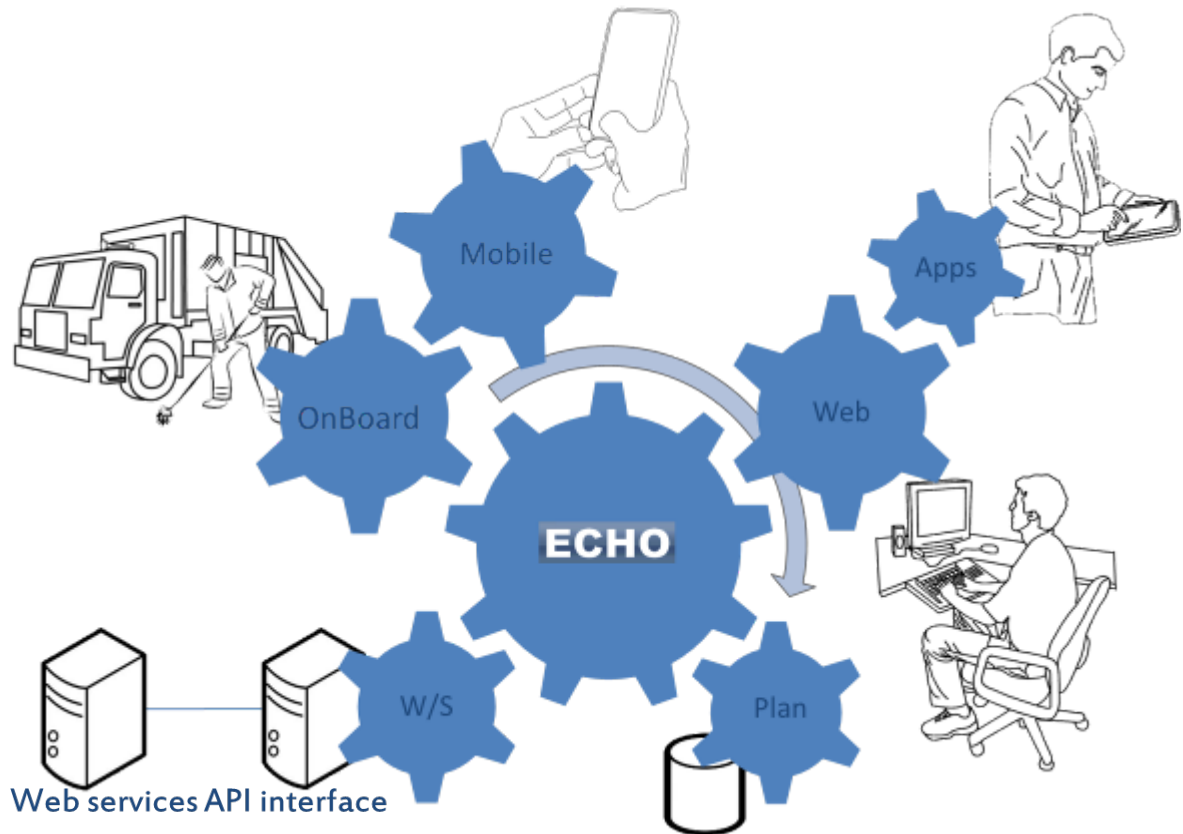
ECHO can be configured to support a broad range of services to meet customers individual processes and is familiar with environmental structures and service requirements. For example gazetteer and street network data, round legs, properties, access locations etc. Tasks can be created based on individual properties, street legs or properties within a leg and areas such as parks or beaches.



ECHO uses round legs to manage grouped tasks. Issues can be recorded to individual properties, or to all properties on leg

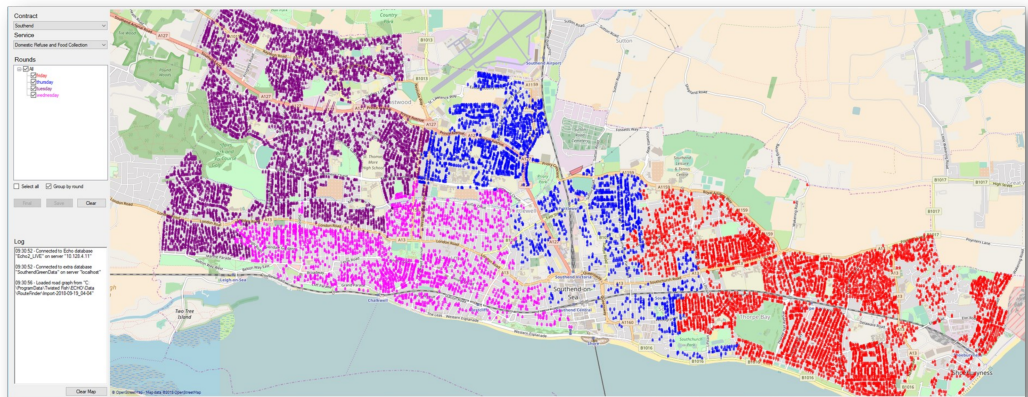


# ECHO Components



# ECHO Analytics/Optimisation

- Comprehensive rounds analytics
- Automated route planning for commercial, trade and ad hoc work
- Off line municipal round design and planning tools
- Drives savings in service times and travelled distances
- Enables municipal service scaling and planning through map based planning tools



# ECHO Web

- Dynamic, web based interface
- Manage daily allocation and management of resources and workload
- CRM functionality to
  - Fulfil service requests
  - Process service failures
  - Monitor performance
  - Capture service related data and report
  - Create, organise and plan rounds
  - Allocate and manage resources
  - Manage operations, call backs
  - Manage tasks, events and inspections
  - Support reporting
  - Google mapping integrated throughout

The screenshot displays the ECHO Web interface. The top navigation bar includes 'Applications', 'Parties', 'Accounts', 'Events', 'Tasks', 'Inspections', 'Resources', 'Maps', 'Weighbridge', and 'Reports'. The main content area is divided into several sections:

- Map:** A Google Maps view of Torbay showing collection routes and various markers. The map is titled 'BRC - General Waste:Wednesday' and shows a route starting from 'Waddeton' and heading towards 'Berry Head'.
- Table:** A table listing tasks for 'BRC - General Waste:Wednesday (153 items)'. The table has columns for 'Id', 'Description', 'Service', 'Party', 'Site', 'Street', 'Town', 'Postcode', 'Task Refer...', 'Item Type', 'Core State', 'Type', 'Lines', 'Scheduled...', 'Due Date', 'Status', and 'Rec Code'. The table shows several rows of tasks, including 'Imperial L...', 'Masons Ar...', 'St Maryth...', 'Winton T...', 'Cery Ar...', 'Torquay B...', 'Hairline...', 'Yes Brix...', 'Babbac...', 'Torbay Ca...', and 'Town H...'.
- Collection Areas:** A detailed map of London showing collection areas. The map is titled 'Collection Areas' and shows three distinct areas: 'North Area' (blue), 'Central Area' (green), and 'South Area' (red). The map includes labels for various London districts like 'Kensal Green', 'White City', 'Mayfair', and 'City of London'.
- Table:** A table titled 'UPDATE' showing summary data for different sectors and rounds. The table has columns for 'SECTOR', 'ROUND', 'TASKS', 'ASSURED', 'DISTANCE', 'TIME', '240I EUROBIN', '160I EUROBIN', 'SUDS', 'MUDS', 'INFIRM', and 'SECONDARIES'. The table shows data for 'North Area', 'Central Area', and 'South Area'.

# ECHO Onboard

- Real time job allocation and confirmation
- Service independent and data driven
- Integrated tracking
- Integration to onboard systems (lifters/weighing)
- Manual or automated service confirmation
- Remotely updated
- Operators can collect signatures, photos, barcode scans or enter other data required by configured processes.



- ◆ Subset of ECHO Web for mobile supervisors.
- ◆ Visibility or round status
- ◆ Remote management and allocation of tasks
- ◆ Service inspections



# ECHO View

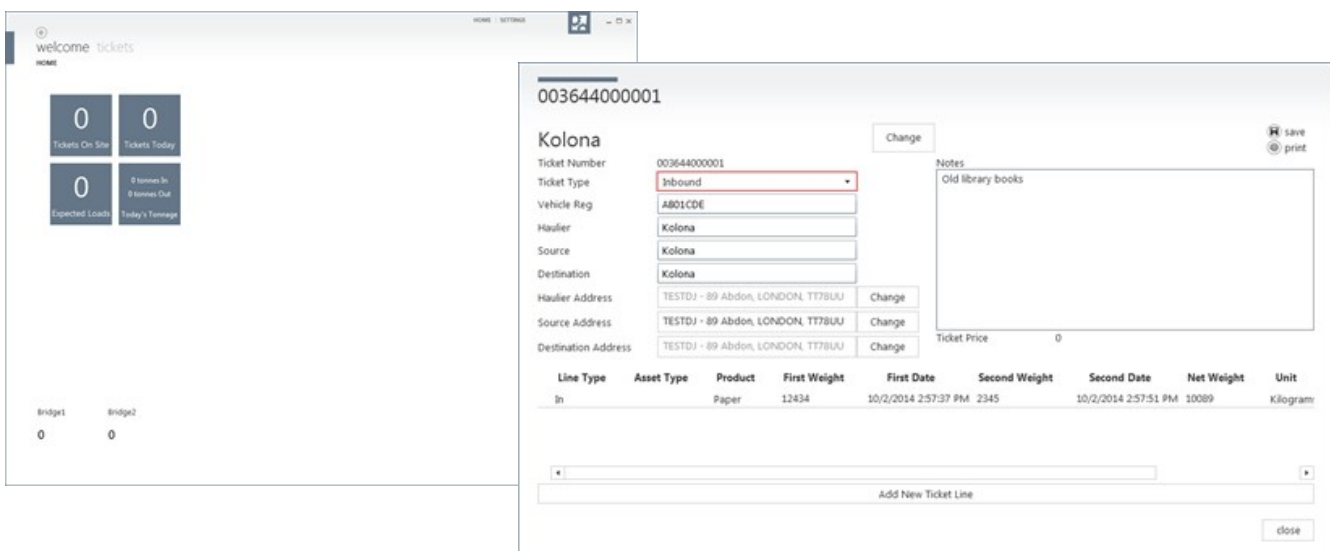
- Management 'dashboard'
- Enables visibility of planned route progress versus actual
- Enables drill down to tasks details and location.



# ECHO Weighbridge

ECHO features a fully integrated weighbridge client. This enables simple weighbridge operation via touchscreen interface and provides simple access to expected loads.

The integration with ECHO ensures that customers and vehicles are maintained in sync. Reducing key entry at the weighbridge and improving the quality of data within the ECHO system.





# Service planning Operational management Inspections Control

## ECHO Delivers

- Contract planning  
Service and location definition and planning
- Service management  
Collection and mechanical sweeping routes, bulky waste collection, tankers, grounds maintenance, facilities management. Quality Inspections
- Route management  
Manage vehicle and crew, confirm collections, record tip activity
- Mobile task confirmation  
Configurable workflows, vehicle safety checks data capture, exception reporting, signature, barcode, photos capture, tracking, RFID and weighing data
- Management views, SLA monitors, handheld dashboard support
- CRM system integration

## Environmental Services Management

ECHO is a class leading service management framework utilized to deliver diverse environmental services in over 20 UK authorities.

ECHO enables providers to efficiently specify, plan, manage and monitor multiple services in multiple regions under a common framework. This approach facilitates a wide range of requirements to be met, the business processes and operational structures to be reflected within the system and management data to be reported across operations.

### Planning

Using a geo-coded base asset layer, ECHO allows the import, creation and maintenance of core environmental assets. Services and service levels are defined and regular work planned using sophisticated planning and optimisation tools.

### Operational Management

CRM component enables efficient processing of customer contact issues and ad-hoc requests. Mobile task management, tracking and integrated mapping enable efficient management of tasks in real time.

### Quality Inspections

Customisable pre-planned or ad-hoc inspections can enable monitoring of service effectiveness.

### Reporting

ECHO provides a single location of service related data accessible. Standard reports are available and web services ensure seamless integration with other enterprise applications



# ECHO



## ECHO Overview

- Contract planning  
Service and location definition and planning
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## ECHO Mobile Service Management

ECHO mobile solutions provide real time operational management of service delivery. In addition to enabling immediate communication of task data to mobile resources the deployment of ECHO mobile technology enforces in field processes and data provision. Available with integrated tracking, managers can identify not only where a vehicle is but also route progress in a single view enabling operation decision making and reducing costs.

### ECHO.onboard

Deployed to fixed or portable terminals ECHO.onboard enables task and process management. Routes and ad hoc tasks can be delivered to crews together with any additional instructions and integrated navigation. Workflows can be configured based on tasks to include image or signature capture, barcode scanning or integration to vehicle systems such as RFID and weighing systems.

### ECHO.mobile

Handheld systems with ECHO.mobile are utilised by supervisors and inspectors to manage service delivery. Tasks can be selected and allocated to operatives or confirmed.

Inspection tasks for individual locations, street legs or areas can be configured and reactive tasks created.

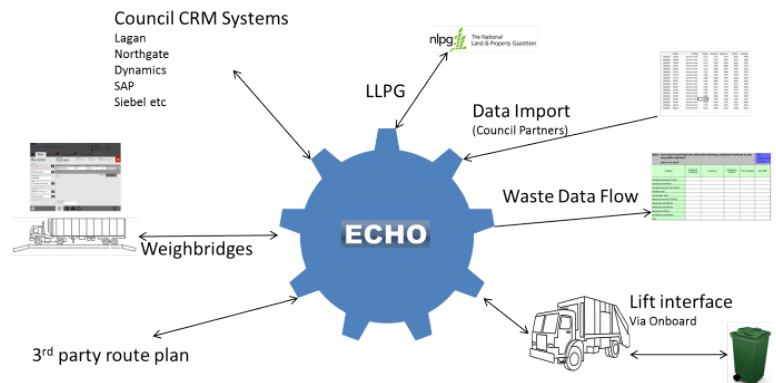
### ECHO.live

Intended to provide managers with immediate views on service delivery. Accessed via compatible tablet or phone, ECHO.live provides a graphical view of route progress against plan and enables drill down to individual tasks and vehicle location

# Integration

ECHO is regularly integrated with third party systems such as councils CRM systems for municipal clients and accounting and sales packages commercial operations.

Web services can also be provided to enable integration with other operational or reporting packages such as council self service systems.



# About Selected Interventions

Selected Interventions are a rapidly growing, privately owned, UK based, software and services business with offices in UK, Australia and Europe.

With over 100 mainly technical staff, SI are entirely focussed on the development and deployment of the ECHO software suite to substantial waste and recycling service providers for commercial and municipal waste collections and material management.

Our clients include some of the worlds leading environmental service companies delivering complex, high profile services.

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