

Case Study:

How US Ecology Improved Response Time, Safety, Compliance and Productivity with IntelliShift

For US Ecology, a leader in the environmental services and emergency response industry, real-time access to accurate location information for its teams and assets is a necessity. Clients across North America count on a rapid response.

"We are a large company with many, many, assets and many types of assets, ranging from boats to tractor-trailers and heavy equipment, and everything in between," said Anne McNeil, U.S. Compliance Manager, US Ecology. "We have hundreds of trucks on the road every day moving waste from client sites to our nearest disposal facilities. Having eyes on that entire process is vital for keeping the public safe, as well as keeping our employees safe."

Before IntelliShift, visibility was limited by unreliable telematics. Anne often had to call units to verify their location – losing precious response time. Compounding the problem was a lack of service and support from its previous vendor.

After evaluating a number of providers, US Ecology chose IntelliShift for its robust capabilities, all-encompassing solution and outstanding service and support.

Details

Client Since: 2018

Industry: Environmental Services

Service Area: North America

Challenges:

Previous provider was not responsive to unique business needs or data accuracy issues

Lack of accurate vehicle and asset location information slowing response time to emergency calls

Inability to monitor driver behavior on the road to ensure safety and compliance

Data silos reduce productivity across departments

Goals:

Find a solution partner that would listen and respond to custom requirements to meet business and operational goals.

Real-time tracking of vehicle and asset locations for faster emergency response with properly equipped teams

Have eyes on the road to better manage operator behavior and safeguard communities

Easily accessible data streamlines productivity across departments including maintenance, accounting and risk management

Life with IntelliShift

Before IntelliShift, US Ecology lacked reliable information and service and support. "It's frustrating to have a solution that's not supported with good customer service. You need somebody who's going to listen, help with specific needs and potentially even adapt the program to meet those needs," said Anne.

IntelliShift listened and responded with personalized service. "IntelliShift differentiates itself from the competition through its customer service. Everyone is easy to work with and you get the sense that they understand exactly what challenges you have and want to solve those challenges," Anne added.

Installation Planned to Minimize Business Disruption

From the beginning, IntelliShift worked to minimize business disruption for US Ecology's field teams. When it came time for installation, IntelliShift's technicians would often arrive at 5:00 PM and stay until 10:00 PM or midnight, or as early as 4 AM in the morning when US Ecology's equipment was off duty. It enabled the company to avoid downtime and lost revenue.

Real-time Response and Visibility

"When the call comes in, we must be able to see who is available, their distance from the destination, and how prepared they are to help," said Anne.

With IntelliShift, the US Ecology team knows in real-time which resources are available and how quickly they can be dispatched to the appropriate location. This allows them to coordinate even the most complicated demands of on-call emergency response without missing a beat.

Measurable Safety Improvement

A large segment of US Ecology's business is the transportation of hazardous materials—a function in which safety is an indispensable cornerstone and regulatory compliance is incredibly strict. "With hundreds of trucks on the road every day moving waste from client sites to the nearest disposal facilities, having a partner like IntelliShift with eyes on that entire process was vital," said Anne.

US Ecology can now monitor driver behavior in real-time, making sure they aren't speeding or driving aggressively. And using IntelliShift's ELD product to monitor hours of service, they can ensure drivers are well rested and alert. The improved safety on the road means greater safety for the entire community.



"Our partnership-style relationship with IntelliShift provides us with an unprecedented level of support."

– Anne McNeil,
U.S. Compliance Manager,
US Ecology



Reduced emergency response time



Reduced fuel consumption



Increased asset utilization



Reduced time spent managing ELD compliance

Proactive Maintenance Drives Safety Improvement

With so many vehicles and assets to manage, wear and tear can easily interfere with operations, productivity and public safety. It's one of the reasons IntelliShift is so important to keeping US Ecology's business running smoothly. The platform not only ensures that vehicles and equipment are well maintained and road-worthy, it also sends preventative maintenance alerts, actually predicting when assets need repair before issues arise.

Enhanced Productivity Across the Company

The benefits of the IntelliShift platform reach other parts of the US Ecology organization, as well. The accounting team must identify different employee pay rates based on work type. For instance, things such as mobilization time (from shop-to-site) is paid differently than on-site time. And IntelliShift makes it easy to run a report that provides that data with the push of a button.

The company's Risk Management also uses IntelliShift for investigating insurance claims, relying on an advanced route replay feature that plays an important role in verifying or denying claims. The company even uses IntelliShift's tracking devices to recover stolen property.

IntelliShift is truly a full-service, end-to-end technology designed to provide a holistic approach to safety, productivity, and improving the quality and efficiency of any business with real-time data that's fully integrated across its back office and in-field teams.



“They're constantly trying to improve themselves and improve the platform with new offerings to help our business perform at a higher level,”

– **Anne McNeil, U.S. Compliance Manager, US Ecology**