A multimillion dollar franchised national doughnut chain (who would like to remain anonymous) was having trouble with their waste across locations – particularly regarding immense waste overflow, ineffective collection schedules, astounding food waste, fluctuating waste needs throughout the year, and an inability to confirm and validating that proper services and billing. And, of course, eliminating unnecessary costs.

We stepped in to help. We started by monitoring their waste generation via our proprietary technology: our sensor and waste analytics technology. With our sensor monitoring dumpster fill levels, we utilized our waste analytics technology to better understand their waste patterns over time and adjust their services accordingly.

Enevo was able to immediately eliminate initial overflow because we knew exactly when their dumpsters were full, tackling overflows before they happen. As we continued to monitor their waste generation, we were able to gain a deeper understanding of their waste generation and provide further advanced waste solutions while decreasing costs.

1. Dumpster overflow and ineffective collection schedules, and right-sizing

With thousands depending on our customer for their daily morning coffee and a tasty treat, dumpsters were absolutely overflowing with waste, burdening employee productivity and negatively affecting the customer cleanliness experience.

Solution

After eliminating a main cause of overflow, our technology allowed us to monitor their new waste generation over time, so we knew exactly when they needed a collection, and when they didn’t. Then we were able to adjust their waste services to their new waste generation, a process we call “right-sizing.” This right-sizing keeps facilities clean, provides custom and dynamic collection services, and reduces their waste costs, allowing our customer to only pay for the services they need.

Over the course of a single year, Enevo made 95 right-sizing suggestions.
2. Going beyond billing blind trust

Traditional waste services require a certain amount of **blind trust**, assuming that waste collection providers **collect and bill accordingly**.

Data revealed that several locations were being **billed for pick-ups that were not occurring**, but one sticks out: a location was being billed for three collections a week, but only receiving collections twice a week.

**Solution**

*Our sensor and analytics software first alerted us* of these missed collections and billing mishap. We reviewed months of their waste behavior and discovered that the **twice weekly service was ample**. Instead of increasing service frequency, we kept the twice weekly service and reset pricing to reflect the actual service.

This solution resulted in a **11% monthly savings** for the customer at this site.

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3. Seasonal adjustments

Most new locations create a lot of excitement and thus, a lot of business. Initially, they **require very frequent servicing**, usually six days a week, to match the waste production. As the excitement dies down, business tends to even out, but waste collections are never adjusted, resulting in **unnecessary collections and costs**.

This chain experiences this same phenomena during the holiday season. The colder weather and special promotions inspire sales, and traditional waste services left the business with either overflowing dumpsters or trying to navigate their waste services based on their best guess.

**Solution**

*With sensors monitoring fill levels and our analytics software understanding their waste over time, we were able to take a proactive approach while responding to fill levels in real time.* Enevo waste services **automatically adjust to business fluctuations**, increasing during busy seasons and decreasing during slower times – **collecting and billing accordingly**.

Our data revealed that **50% of services needed and received adjusting** during the holiday season.

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(Cont.)
4. Food Waste

This chain is dedicated to making sure doughnuts served are **hot, fresh, and ready for hungry customers.** While this practice keeps customers happy, it also means a high volume of daily food waste and dumpster overflow.

Solution

Because we were monitoring their waste generation, we became increasingly aware of just how much food was going to waste and when it was going to waste. We were then able to develop a **food donation program** that serves afterschool programs, virtually eliminating their food waste.

Over the course of seven months, four stores were able to divert **ten tons** of waste equaling about **18,000 dozen doughnuts.** This diverted waste allowed us to reduce collections from **5 days a week** to **4**, saving the locations more than **$700** and earning them a **$2500+ tax benefit** – plus some pretty sweet, free PR and community involvement.

18,000 dozen doughnuts donated | Reduction of weekly collections from 5 to 4 | $700 location savings | tax benefit $2500+

“[Our company] has seen great results since transitioning to Enevo in 2017. Enevo is managing the trash and recycling services at all of our 100+ corporately-owned locations across the U.S. Their technology and customer service and responsiveness is what sets them apart from other management companies and I would highly recommend partnering with Enevo to be your provider of waste and recycling services.”

— Director of Procurement

Through a combination of its patented sensor technology, dynamic analytics platform, trusted haulers, and unparalleled customer service, Enevo was able to:

- virtually eliminate **dumpster overflow**
- provide **accurate and appropriate services**
- and decrease overall waste costs by **28%**

We’re proud of that **28%**. Enevo is uniquely incentivized to save our clients money – **we don’t make money unless our clients save money.** And we do that through dynamic solutions that go beyond simple collection.