



# NWH RORO OPERATION GOES DIGITAL

## About NWH

The NWH Group is one of the UK's leading recycling and waste management businesses. Serving the whole of Scotland and Northeast England from 10 sites and employing 350 staff, the progressive second-generation family-owned business provides waste management services to the industrial, commercial and construction sectors.

## The PIN System

The PIN system delivers real time visibility of RoRo and skip operations, enabling large-scale improvements in control, performance and sustainability for the waste operator.

Tracking devices with a 7-year battery life are fitted to containers and vehicles. PIN's software automatically captures every movement and job. Time and distance variances are immediately alerted and can be investigated via a single click. Container inventory at each location is updated dynamically.

Customers are able to create a minimum of 30% additional capacity and avoid the need to purchase new containers for several years. Containers are always available to respond quickly to customers or new business enquiries. Trend data showing how often customers are serviced enables action to address slow movers, speed up the overall operation and drive growth.

## PIN & NWH



PIN initially deployed the system in the Newcastle depot, leading to a decision to extend the roll out across the entirety of NWH's RoRo operations in Scotland.

Container visibility is hugely important to NWH. We have invested heavily in containers and with new ROROs becoming more expensive than ever – over £6,000 a unit – having the data on the exact location of our containers and knowing how quickly they are turning is imperative. PIN gives us a means to deliver more from our existing business and the investment we have already made.

It was immediately obvious from the Newcastle data that we have spare capacity we were previously underutilising. With the visibility we now have we can continue our growth journey without buying more containers. We can focus our sales teams and deliver any combination of containers that our customers need.

We can identify which of our containers are slow moving, enabling us to take action to speed up collections, increase sales and create further capacity. We can also see how our vehicle operations are performing, how much of our transport capacity we are utilising, identify when jobs are taking too long and oversee our drivers in real time.

The insights from the Newcastle project were powerful and it was an easy decision to roll out PIN across our operations.

We are excited to transition to the first fully digital RoRo operation in Scotland. PIN will help us to improve the performance of our business and the service we deliver to our customers whilst reducing our carbon footprint."

— Sean Harley, Operations Director

"We are delighted to be working with NWH. We have been really impressed by the approach and ambition of the business and look forward to contributing to their ongoing success as our product continues to develop.

Poor operational visibility has always been a problem for the waste industry. Our data now shows how seriously it impacts both operational and financial performance. New technology now enables the problem to be solved quickly and cost effectively and we look forward to working with the industry to make this a reality."



Paul Byrne, CEO at PIN