

“Starlight has been a key factor in our overall growth and efficiency.”

In the beginning Pam Mosser, Office Manager at Florida Roll Off Solutions, managed their workload and the entire fleet through a system of spreadsheets, manual work orders, and route maps.

“During our busy times, working with a manual or paper document system, operations could become less efficient and time consuming. Once we brought the Starlight software onboard, customer orders were simplified and time management for both dispatch and driver drastically improved.”

With Starlight Software Solutions, Pam can efficiently take customer orders in a single, unified profiling and pricing system, dispatch orders to the drivers, send invoices, and access inventory data all within one secure system.

“Using Starlight eliminated all the cumbersome paperwork. Instead of relying on manually prepared documents, all the information I need to create customer profiles and order preparation is already in the Starlight system and ready for dispatch,” Pam said.

In 2018 when Florida Roll Off was growing rapidly, it was difficult to estimate the number of available dumpsters in their inventory without obtaining a physical count from their storage yard or going back through the paper orders to estimate how many were in use and how many could be scheduled in advance.

The solution was Starlight's real time inventory board, where all cans are displayed on a geographically coded map. Inventory tracking is 100% accurate and up to date because the drivers must confirm the can number as they move through their work orders on Starlight's driver app, showing a clear picture of where all cans are located, and which ones are waiting at various storage sites across your market area.

“There is no comparison,” Pam said, highlighting that Starlight's inventory tracking capabilities were a key feature for her. “Scheduling in advance could be risky due to the lack of inventory control. Now I know the location of each can in our inventory and can set delivery schedules ahead of time with total confidence.”

Pam can confidently schedule service in advance knowing that they are able to fulfill the requested orders. In addition, now that more cans are in service instead of sitting idle at various storage locations, they have seen an increase in profits.

“Florida Roll Off has grown exponentially over the last 3 years in not only our dumpster inventory and fleet, but our customer base as well. Our overall operations would not run as efficiently as we do now without Starlight. Now it is so simple. Everything necessary to complete a customer order or request is contained in one system.”

Starlight increased efficiency and profit for Florida Roll Off Solutions. With Starlight's complete software system, Florida Roll Off Solutions has a scalable foundation that will support their continued growth.