



## TESTIMONIAL : DSS SWEEPING SERVICE

Market : Sweeping & cleaning service company  
Usage : Route optimization  
Product : TourSolver for Microsoft MapPoint

*An interview with Viki and Kevin Kroeger, DSS Sweeping Managing Directors*



### THE COMPANY

Run by Viki and Kevin Kroeger, DSS Sweeping Service operations include Construction Sweeping, Power Washing, and Snow Removal, and Parking Lot Sweeping. The company operates a fleet of over 25 specialized vehicles.

### THE CHALLENGE

In order to increase productivity, reduce costs, and improve customer service, the Kroegers began implementing technological solutions. Since the vehicle fleet is the driving force behind DSS' profitability, they looked for a route optimization solution to ensure the fleet was being fully utilized in the most cost-effective manner.

### THE CHOICE OF TOURSOLVER

Route optimization software packages are designed to calculate the most cost-effective routes which take an array of factors such as: customer constraints, operating hours, operating costs, and mileage costs into account. After looking at a few different solutions, Kevin Kroeger selected TourSolver for MapPoint. After using it for more than a year, he comments: "We primarily were attracted to TourSolver based on the cost, other competing packages were easily 2-3 times more expensive and since TourSolver is an-add in for Microsoft Map Point, a program we had already been using for years, it was easy to understand and use. If you can use Excel, you can use TourSolver!"

### THE INTEREST OF THE SOLUTION

#### Reduced planning time

Prior to TourSolver, routing and planning was a tedious and time-consuming affair involving a number of managers which could take up to 2 weeks. When asked to compare routing performed with TourSolver, Kevin reported, "In less than a day I can plan routes for all of my vehicles. More importantly, we were able to increase our volume by 28% without adding vehicles, fuel or personnel. Our ROI was under 5 months."

#### Improved Customer service

In the sweeping business, respecting time windows is crucial. DSS services most of their customers either late at night or early morning, when the parking lots are empty. Having a tool that can automatically generate routes that respect these customer time windows is crucial. Kevin says, "the window of time to perform our service was probably the biggest challenge we faced when routing manually, now it is automatic."

#### Evaluation of profitability accounts

TourSolver also surprisingly helped DSS discover accounts which were not profitable. "Since TourSolver gives accurate costs for each route, we have begun to look at the cost of servicing each account. In some cases, we discovered we were charging less than our costs" adds Kevin. TourSolver helped to ensure the most cost-effective routes.



**Our ROI was  
under 5 months**



**"We increased  
our volume by  
28%"**