

# Carolina Trash cut billing time by 50% with streamlined online invoicing

## HAULER HERO CASE STUDY

### Key metrics

Hauler Hero's impact



# 50%

Reduction in Billing Time

### About Carolina Trash & Septic

Carolina Trash & Septic is a locally owned and operated sanitation company. They provide weekly curbside trash, every other week curbside recycling, septic pumping, commercial dumpsters and junk removal services. They strive to be a one-stop shop for all of your waste needs.

Their company is dedicated to providing reliable service at an affordable price. Founded in 2016, they started by providing weekly trash service in Raleigh. They currently service Eastern Harnett County, Western Johnston County and Southern Wake County.



*Hauler Hero has made our lives more efficient and significantly less complicated. Since switching to Hauler Hero, my time to send our monthly or quarterly bills has been cut in half... I have no doubt in my mind that when we get to 100,000 houses, Hauler Hero will be right there with us.*



Alex Babbitt, Co-Owner - Carolina Trash & Septic

### COMPANY CHALLENGES



- Carolina Trash was stuck on an old legacy system that couldn't keep up with their rapid growth, creating constant bottlenecks in routing, billing, and daily operations. Migrating years of scattered data into a unified platform was a critical but complex first step.
- Their team relied on manual processes (texts, Outlook calendars, and paper tickets) that led to mistakes, slow response times, and missed service details. Moving from this fragmented workflow to a modern, automated system required a careful, structured transition.
- Billing was time-consuming and error-prone, especially for tonnage-based roll-offs that depended on drivers remembering to save tickets. Hauler Hero's migration had to transform this inconsistent process into a clean, digital, and efficient billing engine.

### HAULER HERO'S SOLUTION



Hauler Hero provided an all-in-one, cloud-based platform that streamlined routing, billing, and customer communication with easy online payments and mobile access.

### IMPACT ON BUSINESS



- Billing time was cut in half, with faster invoicing, automated reminders, and seamless online payments improving cash flow and reducing administrative workload.
- Routing became more reliable and efficient, eliminating manual texts and calendar notes while ensuring nothing slips through the cracks.
- The company can now confidently scale from 25,000 to 100,000 homes, supported by cloud-based operations they can manage anytime, anywhere.

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