

# From “Month Out” to “Week Out”: How Midwest Disposal Uses Hauler Hero to Scale Faster

## HAULER HERO CASE STUDY

### Key metrics

Hauler Hero's impact



**~1 month to ~1 week**

Service delivery lead  
time improvement

### About Midwest Disposal

Midwest Disposal, a comprehensive waste and recycling management company located in the heart of Dixon, Illinois, offers a wide range of services to meet the needs of homes and businesses across the region since 2021.

From efficient garbage collection and dumpster rentals to convenient recycling drop-offs, Midwest Disposal is committed to providing outstanding disposal solutions that prioritize environmental sustainability and responsible practices



*Thanks to Hauler Hero, we can sign someone up, get them routed right away, and stay on top of billing—what used to be a month out and a billing nightmare is now streamlined, faster, and easier to manage.*



Derek Humphrey - Owner - Midwest Disposal

### COMPANY CHALLENGES



- **Growth outpaced their tools:** After 100%+ year-over-year growth for five years, their entry-level system couldn't keep up with the volume of new customers, creating bottlenecks in day-to-day operations.
- **Disconnected workflows and inconsistent data:** New accounts had to be created and managed across multiple windows/tools, which broke continuity of information, caused handoff issues between teams, and made it harder to move customers from signup to service smoothly.
- **Billing chaos increasing A/R risk:** They spent too much time regenerating and reconciling invoices, and when accounts slipped into 30/60/90 days past due it became harder to collect—tying up cash and adding pressure on a lean team trying to scale.

### HAULER HERO'S SOLUTION



Hauler Hero replaced their fragmented tools with one connected platform that streamlined customer signup, routing, dispatch, and billing—so they could move faster and scale efficiently.

### IMPACT ON BUSINESS



#### Faster Service Delivery

Cut onboarding-to-service lead time from a month to about a week by routing new customers immediately.

#### Stronger Cash Flow & Faster Billing

Signup-to-payment in ~4 minutes and billing that can be completed in about an hour, reducing admin time and accelerating revenue collection.

#### More Efficient Daily Operations

Real-time truck visibility, driver-ready routes with navigation and satellite view, and better field communication.

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