

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.

DISCOVER MORE ON:

WWW.HAULERHERO.COM/SUCCESS-STORIES