

Driving Growth: How Westside Disposal Cut Billing Time by 50% with Hauler Hero

HAULER HERO CASE STUDY

Key metrics

Hauler Hero's impact



~2 days to ~8 hours

Improvement in Billing time

About Westside Disposal



Westside Disposal is family owned and operated since 1992. Shawn Gabrielson started as a one man and one truck company out of his family home and has been growing ever since. They provide residential trash removal, commercial garbage collection in the Greater Kingman Area.



"I would cry if we lost Hauler Hero because it's been a game-changer. My job is a lot easier because of this program; I honestly couldn't imagine doing it a different way."

Owner - Westside Disposal



COMPANY CHALLENGES



Before Hauler Hero, Westside relied on paper routes a system that created friction in every part of the operation:

- Paper routes were hard to manage in the field (and easy to lose).
- Dispatch had limited visibility into where drivers were or what was happening on route.
- Customer complaints and mess-related disputes were harder to resolve without proof.
- Adding new customers and routing them correctly required extra back-and-forth.
- Billing took two full days and was painful enough to be a morale killer.

HAULER HERO'S SOLUTION



Hauler Hero replaced Westside's paper-based workflow with an all-in-one, tablet-driven system for routing, real-time driver visibility, photo documentation, mapping/notes, and streamlined billing and payments.

IMPACT ON BUSINESS



Faster onboarding & service delivery

What used to take a month now takes a week, because new customers can be routed immediately.

Quicker payments & stronger cash flow

Staff can sign up a customer, take payment, and finish the process in minutes.

Billing time slashed

Invoicing and reconciliation went from a nightmare to a streamlined process one person can complete in about 1h.

Real-time routing & dispatch visibility

The team can see where trucks are and what they're doing live, improving responsiveness.

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