



## CASE STUDY: LEGAL SHRED

# About LEGAL SHRED

Legal Shred was founded in 2007 by a pharmacist and a certified public accountant when they recognized that many other businesses share in their need for secure, reliable destruction of confidential information. The company began with a single shredding truck before growing to include 10 shredding trucks, a hard drive destruction truck, resources for x-ray and medical waste disposal, three drop-off shredding locations, and box storage facilities. They take pride in providing customers with trustworthy destruction of sensitive materials, offering while-you-watch services and maintaining their National Association for Information Destruction (NAID) certification.

**Services Provided:** Document shredding, hard drive destruction, x-ray and medical waste disposal, box storage

**Founded:** 2007

**Areas Served:** New York, New Jersey, Pennsylvania, Connecticut, Massachusetts, Rhode Island

**WorkWave Solutions:** WorkWave Service™

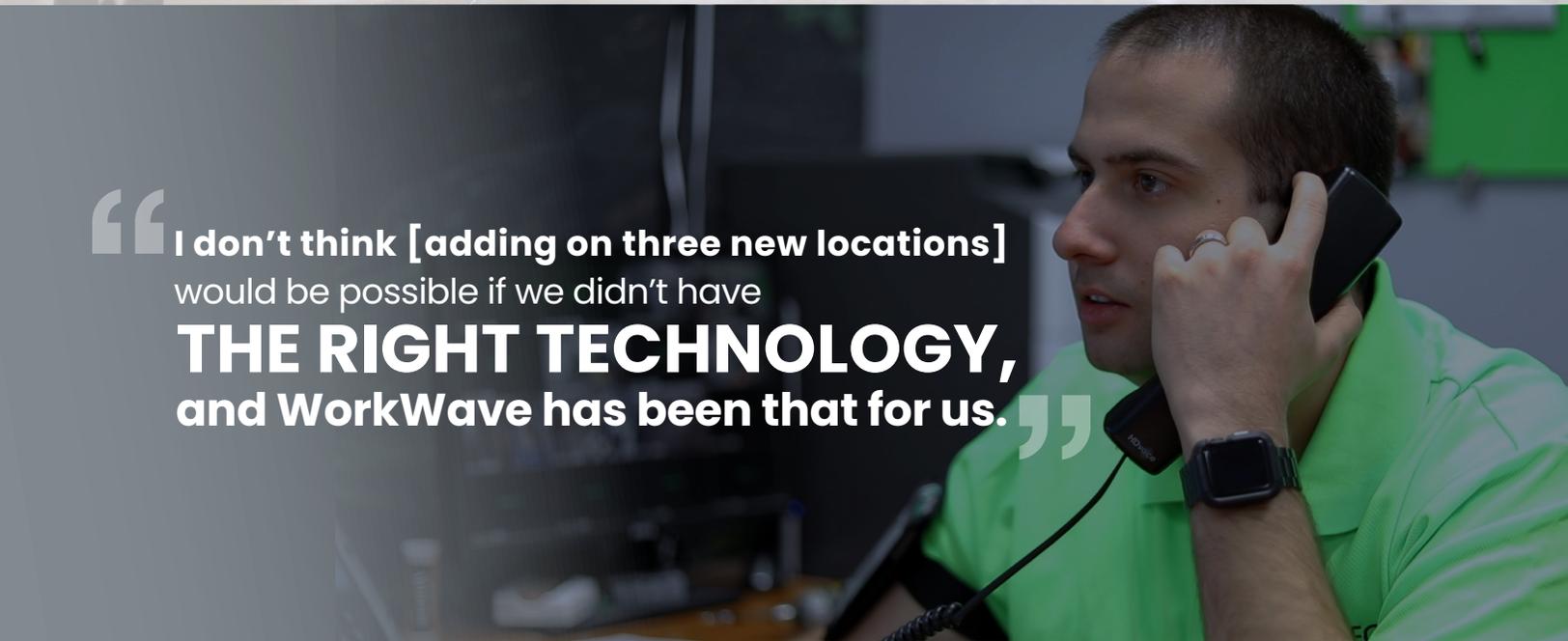


“ Instead of the technicians calling me asking me questions, they're able to look at the **MOBILE APP** and get **ALL THE INFORMATION THEY NEED.** ”

# The CHALLENGE

Once firmly established, Legal Shred began to contemplate moving into new territories. While considering their potential for expansion, they started to identify operational processes that weren't running as efficiently as they could be. Their existing software didn't allow for accessing data when not connected via cell signal or wi-fi, making it nearly impossible for technicians in the field to stay connected with the office and work seamlessly as they visited client locations.

As a field service business operating almost exclusively at customer locations, Legal Shred's technicians needed reliable access to their routes and work orders—especially if they were going to be serving customers farther away from their headquarters to facilitate expansion. Breakdowns in communication between the office and technicians had already sparked spikes in the company's number of callbacks in the past, and Legal Shred's high standards for customer satisfaction demanded a more dependable solution if they were going to start branching out into new territories. To reach their full potential, Legal Shred needed a steadfast partner with a scalable solution to help them operate more efficiently as they started to grow.



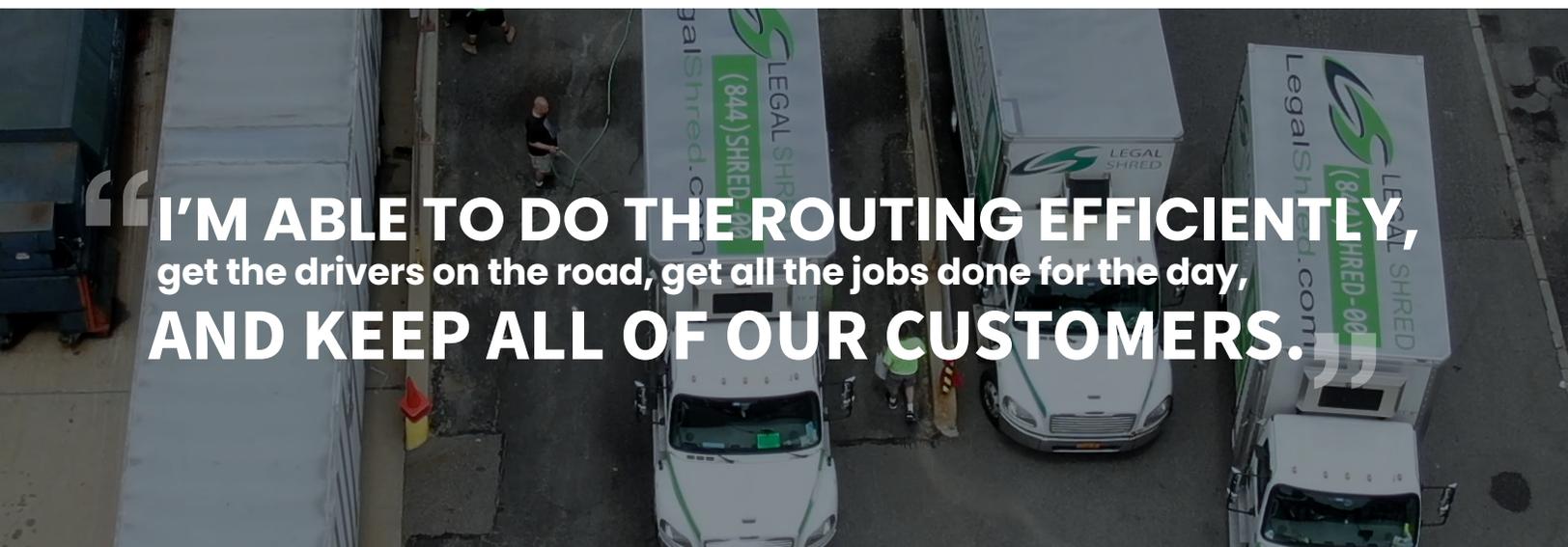
“ I don't think [adding on three new locations] would be possible if we didn't have **THE RIGHT TECHNOLOGY,** and WorkWave has been that for us. ”

Visit [workwave.com](https://workwave.com) to learn more!

# The SOLUTION

While seeking cloud-based software to keep their technicians connected in the field no matter how much they expanded, Legal Shred was drawn to the diverse range of features that comprise WorkWave Service. With the ability to streamline scheduling and routing, a mobile app designed to help technicians excel in the field, and dashboards to monitor key metrics for smarter planning, WorkWave Service was the choice for Legal Shred.

One of the most evident improvements for Legal Shred after starting with WorkWave Service was the ability to schedule work orders more efficiently. With WorkWave's proprietary route optimization software and best-fit scheduling, Legal Shred has been able to schedule jobs instantly, effortlessly pivot to accommodate customers as they call in, and save hours of time spent manually scheduling each day. Routes are even dispatched directly to technicians' mobile devices, eliminating the possibility of confusion even when changes are made after techs are already in the field.



**“I’M ABLE TO DO THE ROUTING EFFICIENTLY, get the drivers on the road, get all the jobs done for the day, AND KEEP ALL OF OUR CUSTOMERS.”**

The WorkWave Service mobile app sets technicians up for success, giving them the crucial data they need to work efficiently and provide quality service during their days. Technicians are now able to check work orders, view their schedules, and collect payment and signatures from customers electronically—all without the need to call the office to ask questions or double check details. This not only makes technicians more efficient, but also drives a more professional service experience from the customer's vantage point. Being able to access data while in the field, even without cell service, has been a pivotal point in equipping Legal Shred for success during their expansion.

Legal Shred relies on WorkWave Service's analytical dashboard for the insights they need to make intelligent business decisions. With WorkWave Service, they've been able to accurately plan for the duration of different jobs and ensure that their routes are designed to make the most of their technicians' time. This allows them to set realistic goals for their technicians to keep moving the needle toward exceptional service in the field. The metrics in WorkWave Service have also equipped Legal Shred to identify and reward outstanding employees for their efforts, even using those metrics to create a scoreboard in the office to let employees know how Legal Shred is doing and what's next for the company.

Visit [workwave.com](http://workwave.com) to learn more!

While WorkWave Service has helped technicians to deliver outstanding service, the Online Reviews platform has been instrumental in making sure those efforts are recognized. Technicians are now able to easily solicit reviews from satisfied customers, and the results speak for themselves. While Legal Shred was previously earning one or two reviews a day, that number has jumped to 10 or 20 reviews a day since onboarding WorkWave Service and Online Reviews.

WorkWave Service's scalable design has been a perfect fit for Legal Shred. While access to key metrics has allowed the company to monitor their growth and set their goals, the software has also made it easy to add new territories and locations to ensure that they're always positioned to reach their full potential when entering a new area. Legal Shred is currently planning to open three new locations, and those plans have been built with WorkWave Service's functionality in mind.



**“EVERYTHING ABOUT [WORKWAVE SERVICE]**  
is just better than what we've used in the past.  
**AND EVERY DAY I SEE HOW**  
**WORKWAVE LETS ME GROW.”**

## The **RESULTS**



Legal Shred's revenue grew  
from 2018 to 2019 by

**30.8%**



**Over 500**  
**Positive**

Google reviews