



**SKIP HIRE**

## Skip Hire Seamlessly Integrates Operations and Invoicing

Skip Hire is the most efficient and effective waste carrier in Botswana. They provide outstanding waste collection services, freshwater delivery, sewage removal, and treatment of clinical waste. They are headquartered in Gaborone, Botswana, and cater to any homes, businesses, commercial, industrial, and residential markets in Botswana. Since being established in 1998, they have grown into a leading organization, offering their waste management services to numerous role-players in the industry. They pride themselves in providing services as quickly as possible, without causing disruptions to client's daily routine.

**Industry:**

Waste Management

**Regions:**

South Africa

**Key facts:**

- 2,000 invoices a month
- Over 200 employees
- 150 work orders a day

**Website:**

[www.skiphire.co.bw](http://www.skiphire.co.bw)

***“I have seen a reduction in man hours needed in the accounts department and have seen that our operations are becoming more efficient due to the ability to have everything live in one system.” – Sean Counihan, General Manager***

## Key Challenges: Operations and Accounts Department

They have a large employee base of 206, and company-wide they complete around 150 work orders a day, and 2,000 invoices a month for the almost 800 clients they service. With a fleet of 63 vehicles that are manned by qualified personnel, they ensure that sufficient resources exist to provide reliable and quality services. Though Skip Hire has several competitors in the market, they strive for excellence and know they must provide a better service to retain and grow market share. They realized that they had fundamental issues between the Operations and Accounts departments, and they experienced an inability to audit performance markers in the Operations department. What was required was a firmer grip as to what was occurring in operations and get a better understanding of the circumstances.

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## Results: Integrated Operations and Accounting, Seamless Invoicing, Traceability

Providing the best service as possible is the main goal for Skip Hire. Before MobiWork, they had a system for Operations and Accounting, but they were not integrated and therefore did not allow for one seamless solution with visibility into both departments simultaneously. They are very impressed with how MobiWork is able to provide this for them. **“I have seen a reduction in man hours needed in the accounts department and have seen that our operations are becoming more efficient due to the ability to have everything live in one system.”** One of the biggest changes in their operations was the improvement in their invoicing process. **“Our invoicing process is now so much easier, more accurate, and bullet-proof due to the integration of a work order directly to an invoice. In addition, it is now unchallenging to track and resolve service-related issues within operations.”** Traceability is one of those things that you can't put a price on because it is so valuable in maintaining a solid understanding of the journey of a work order from start to finish. Using MobiWork, Skip Hire is able to assist clients with a variety of waste removal and environmental services, including solid and liquid waste removal, treatment of medical waste, processing of electronic waste, landfill management, and delivery of quality drinking water with full traceability. Skip Hire has now been operating for over 3 decades and is now the best-equipped, most efficient and effective waste carrier in Botswana with the resources and technical infrastructure capable of rendering services to large corporations, or individual households.