

# Cox Skips

## Who are Cox Skips?

Cox Skips & Waste Management Ltd. (by AROC) offers a range of waste services for both domestic and commercial requirements.



## Why does Cox Skips enjoy using SkipM8?

SkipM8 has transformed our operations by streamlining online bookings, giving us real-time oversight of assets, and eliminating paper records. It's allowed us to attract more customers and compete with larger companies, making it an essential part of our workflow. We highly recommend SkipM8, especially for its excellent support.

## **What processes have been simplified by using SkipM8?**

SkipM8 has streamlined our entire operation, particularly with online bookings. The software allowed us to sign up and begin taking bookings within just 30 minutes, giving us the ability to attract customers we wouldn't normally reach. Clients can now book skips online without needing to make a phone call, which has enhanced our competitiveness against larger companies in the industry. It's also boosted our credibility, offering a modern and professional service to our customers.

## **How has SkipM8 impacted your daily operations?**

SkipM8 has given us a clear, real-time overview of all our assets, something we never had before. We used to struggle to know what skips were in use and what was available, but moving to this software has eliminated our reliance on paper records. Now, we can easily track how many skips we have of each type, and the overdue skips feature helps us manage when skips need to be collected and when to contact customers. It's completely transformed our inventory management.

## **How has SkipM8 improved customer bookings?**

Not all of our customers want to call in, so the online booking system has been a game-changer. It allows customers to book skips 24/7 at their convenience, and

they can also see our pricing without needing to speak to anyone. This flexibility has made booking easier for them and boosted our bookings overall.

## **Would you consider SkipM8 essential to your workflow now? If so, why?**

Absolutely. Without SkipM8, we would have no way of knowing where our skips are or managing online bookings. It's become a crucial part of our daily operations and something we couldn't do without.

## **Would you recommend SkipM8?**

Yes, we definitely would. Jake and the support team are excellent, and they've been responsive to our needs, even developing features specifically for our business.