

# VENZEO™

## Case studies with Venzeo™ customers.

Digitise processes using  
certified photo  
documentation.

[www.venzeo.com](http://www.venzeo.com)

WEBSITE

**EUROPEAN UNION**

ESTABLISHED IN

**1+ million reports**

CREDIBILITY

**Since 2013**

EXPERIENCE

VENZEO™

Company trademark: Venzeo™  
Established: Slovakia (European Union)  
Since: 2014

[www.venzeo.com](http://www.venzeo.com)  
[english@venzeo.com](mailto:english@venzeo.com)  
[+44 7481 341 020](tel:+447481341020)



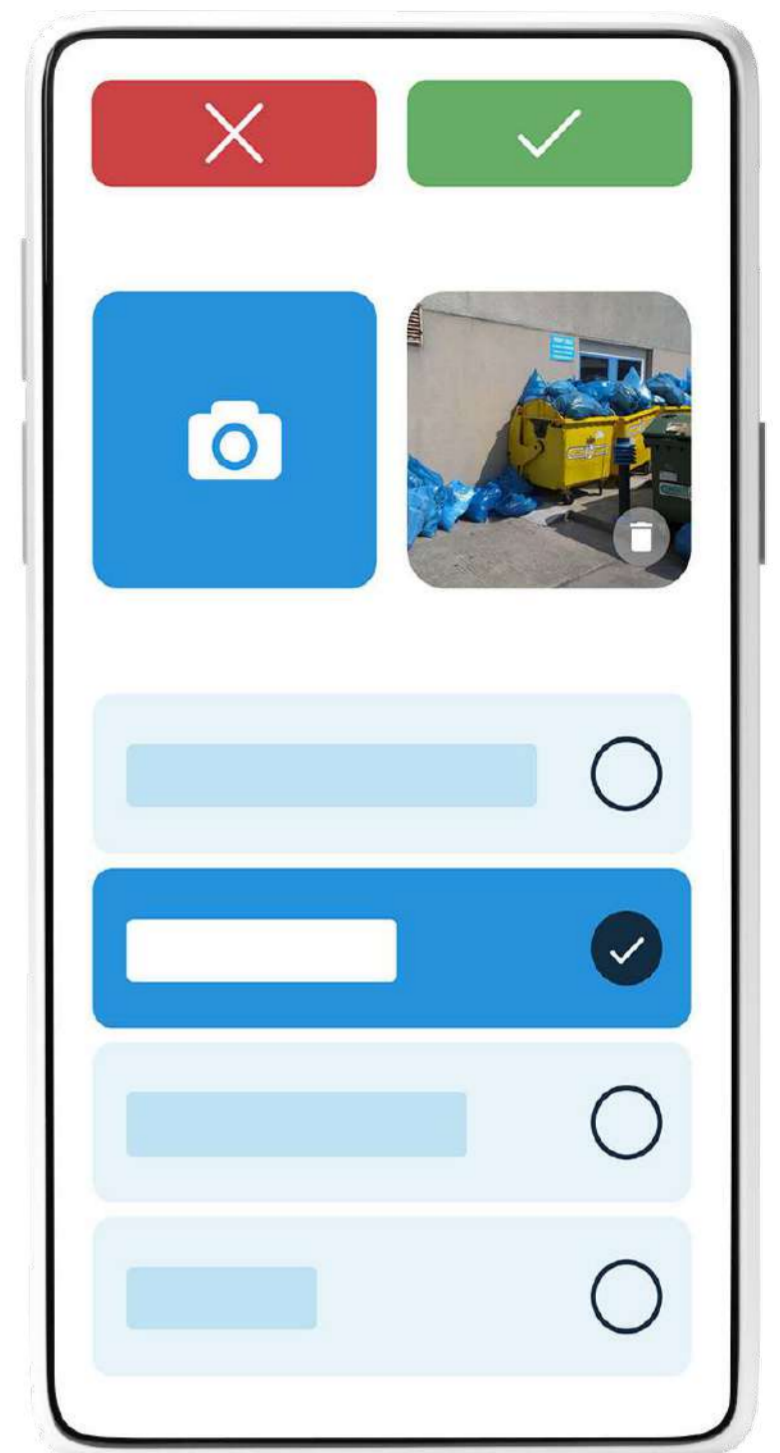
# Venzeo™ system

is both a mobile and computer application designed to digitise processes, safeguard your reputation and streamline communication among field workers, management, and customers.

Implementing Venzeo™ results in a well-organized database that is easy to share and includes:

- **photo documentation of each situation**
- **categorized historical customer data.**
- **timestamps for records**
- **notes, addresses, and other optional information**

Venzeo™ enables you to resolve situations in the field faster, more efficiently, and to all parties' satisfaction.



## How Venzeo™ works?

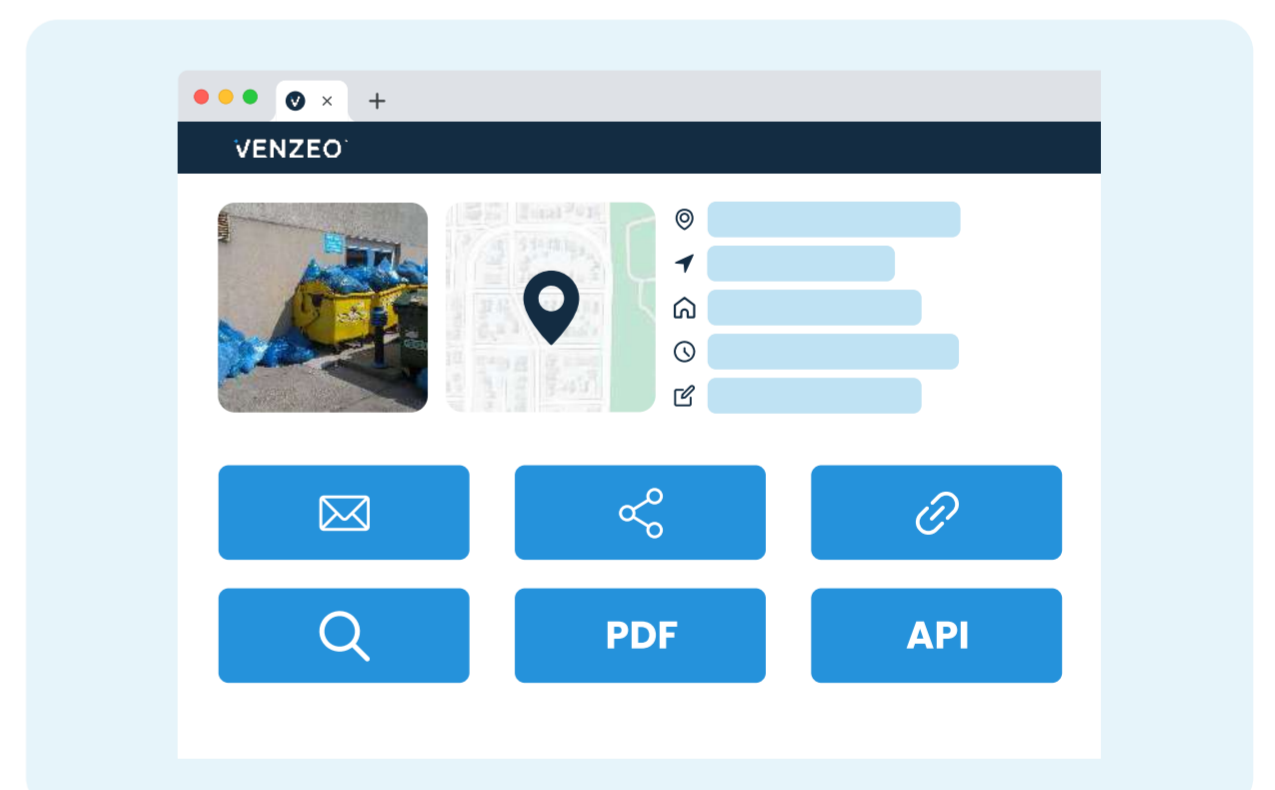
Firstly



### Report in few seconds

Field worker captures photo documentation and categorize the situation using the Venzeo™ mobile app, all in less than 10 seconds.

Secondly



### Instant report availability

Using the Venzeo™ web app, dispatch and other designated departments can view the report and promptly react to the situation.

This enables them to swiftly address customer complaints, update invoices, relay the complaint to mechanics to order necessary parts, or inform the city police for easier location of obstructing vehicles.





# OLO: "Venzeo™ data speeds up customer complaint resolution."

OLO is responsible for complex services in the field of waste management of the city of Bratislava (500K population). In addition, they also offer skip hire services and sale of secondary raw materials. It is a subsidiary of the city, which employs about 600 people.

**OLO**®

**OLO a.s.**

COMPANY NAME

**Waste Management**

SEGMENT

**www.olo.sk**

WEBSITE

**2014**

USING VENZEO™ SINCE



## What does the company use Venzeo™ for?

OLO has been using Venzeo™ since its beginning. Before that, they had no unified system for working with photo documentation.

They have the Venzeo™ mobile app installed on over 100 devices. Photos are taken by staff during routine operations, ranging from 10 to 500 cases added each day. These are then used by customer support and salespeople through the web app Venzeo™.

Each administrator has their own access where they can set their own filters, which is useful primarily because each administrator uses Venzeo™ for different needs – sales department, customer service department, maintenance department, etc.

## What processes are streamlined by Venzeo™?

Customer Center reduced wait times and decreased fraudulent queries thanks to

- ability to instantly find all Venzeo™ reports on the map;
- usage of 'Share Public Report URL' feature in situations when customer demands a proof. Venzeo™ report provides credibility thanks to certified photos, timestamps, and location;
- proactively marking some reports to be shown publicly on their website thanks to Venzeo™ Widget;

The Maintenance Department boosted efficiency in repairs by receiving instant photo notifications, enabling immediate procurement of parts and tools.

## Who is using Venzeo™ Mobile App?

Field personnel create categorized photo documentation during specific waste collection tasks.

## Who is using Venzeo™ Web app?

- The Customer Center – thanks to filters and a map view, finding needed reports is fast. If needed, they share the report via email or PDF,
- The Marketing Department – utilizes our system's image-anonymizing feature for all reports showed on their webpage. Thanks to this they present their company as modern, efficient, and transparent.

## What do they appreciate about Venzeo™?

User-friendly interface, stability, and speed, as well as secure, customizable accounts with personalized filters.



### OLO a.s.

ORGANISATION NAME

### Waste Management

SEGMENT

### www.olo.sk

WEBSITE

### 2014

USING VENZEO™ SINCE



**Since implementing Venzeo™, we primarily aimed for simpler in-house photo documentation and easier handling of complaints and insurance claims.**

Try the  
Venzeo™ now  
free 14 days trial  
[venzeo.com/demo](https://venzeo.com/demo)



### Venzeo™ Widget Example:



[www.olo.sk/evidencia-neodvezeneho-odpadu](https://www.olo.sk/evidencia-neodvezeneho-odpadu)



# Venzeo™ report categorization examples

**INFO: Users use these "types" to categorize each report. The "types" make filtering and searching easier.**

## Accessibility

Car blocking the road  
Unavailable communication

## Collection Point

Dirty  
Cleaned  
Unaccessible

## Waste Bin

Dirty  
Damaged  
Cleaned up  
Locked  
Heavy  
Overloaded  
Sticker missing  
Supplied  
Taken away

## Waste

Not suitable  
Smoldering ashes  
Stucked  
Illegal Dump - Fly-Tip  
Christmas trees  
Frozen

## Large Container

Delivery  
Transportation  
Damaged  
Cleaned  
Overloaded

## Vehicle

Parking  
Failure  
Insurance event  
Accident

## For Town Hall

Public lighting failure  
Greenery  
Tree sawing  
Missing hatch  
Channel drain, grid  
Damaged road

## Internal

Accident at work  
Bags delivered  
Permanent complainer  
Potential insurance fraud  
Repeated complaint  
Delay in transport, convoy, closure  
Damage caused by us  
Other (write description)



# Venzeo™ report categorization examples



Waste Bin - Overloaded



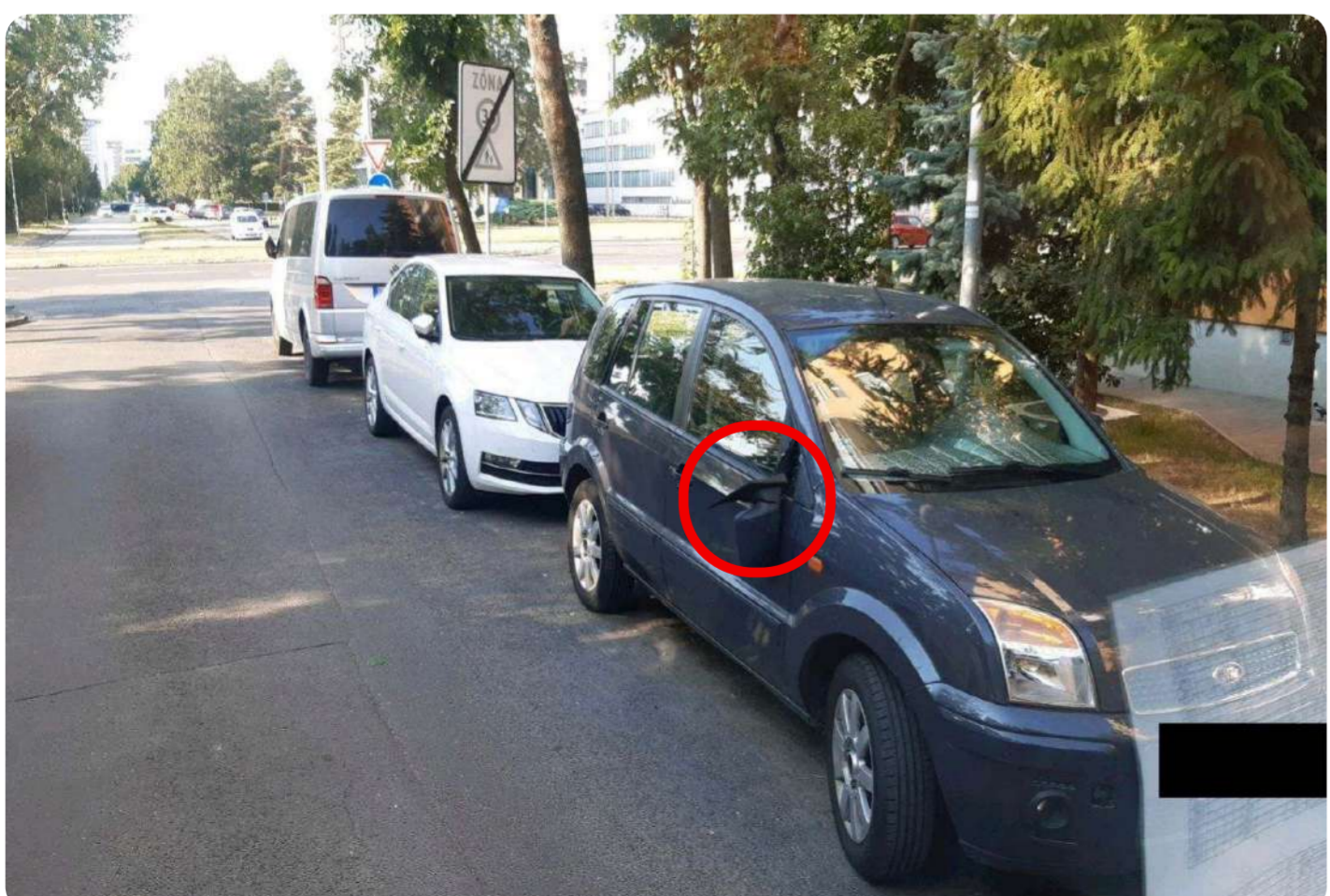
Waste - Not suitable



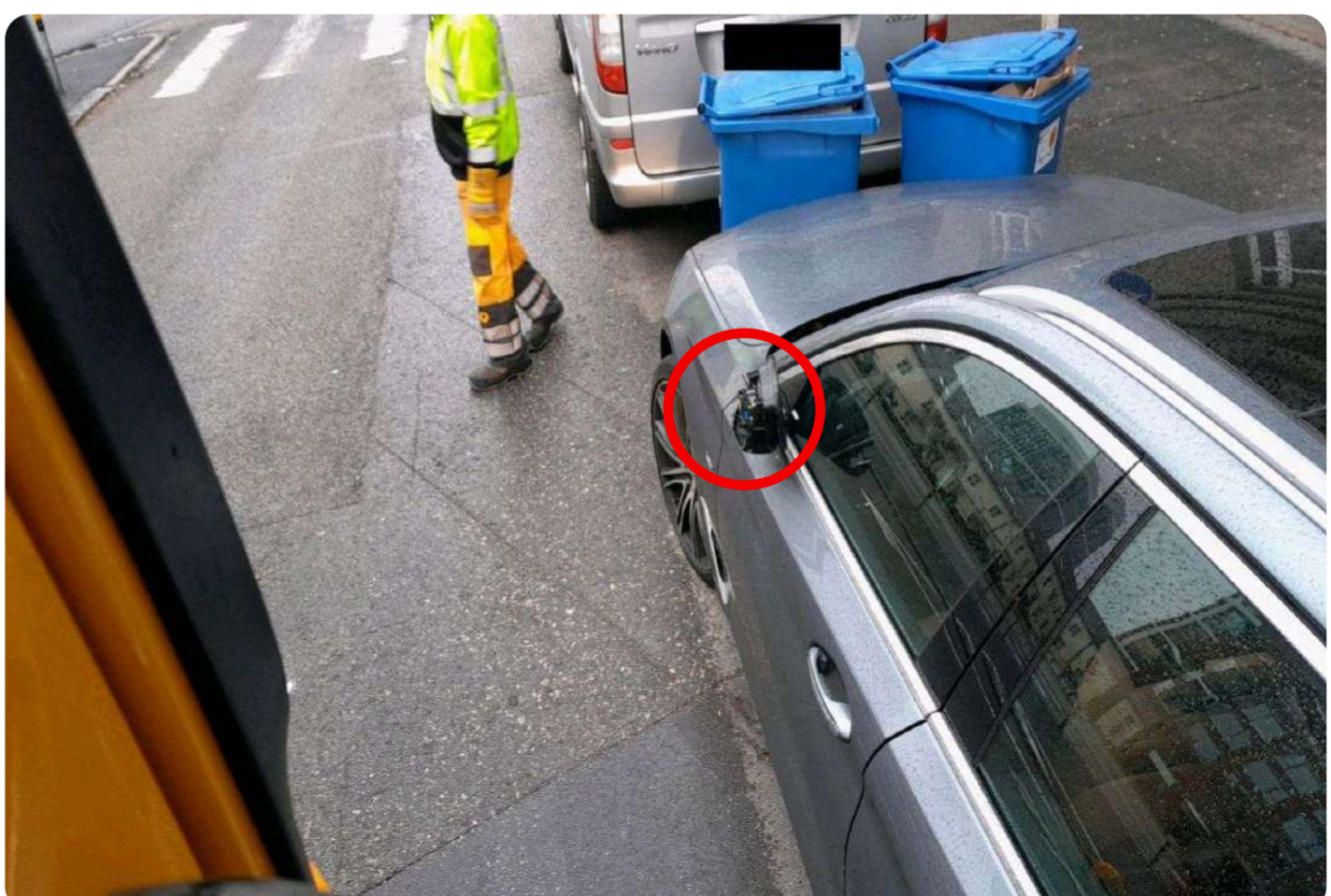
Accessibility - Car blocking the road



Accessibility - Car blocking the road



Internal - Potential insurance fraud



Internal - Potential insurance fraud



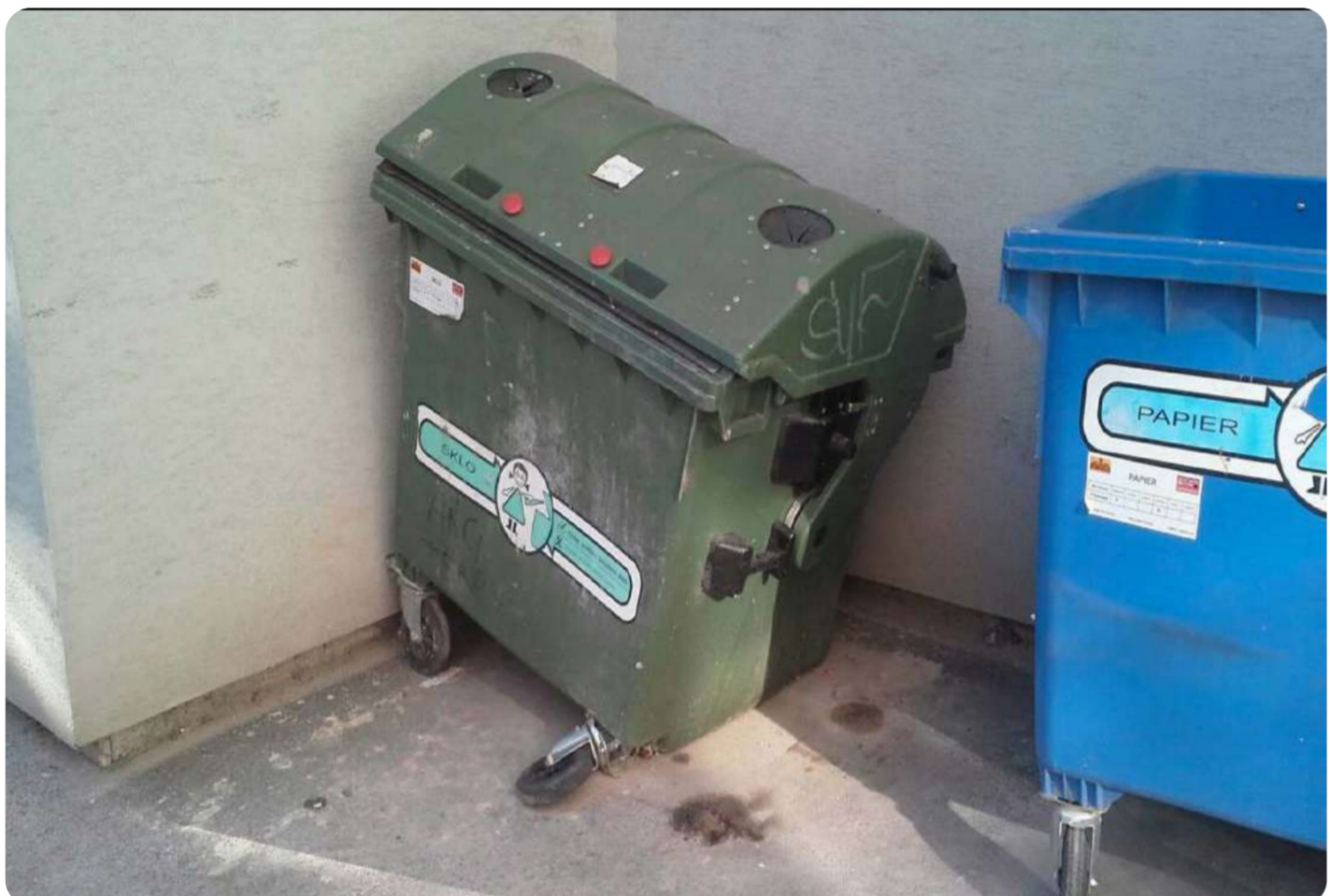
# Venzero™ report categorization examples



Waste Bin - Heavy



Waste Bin - Heavy



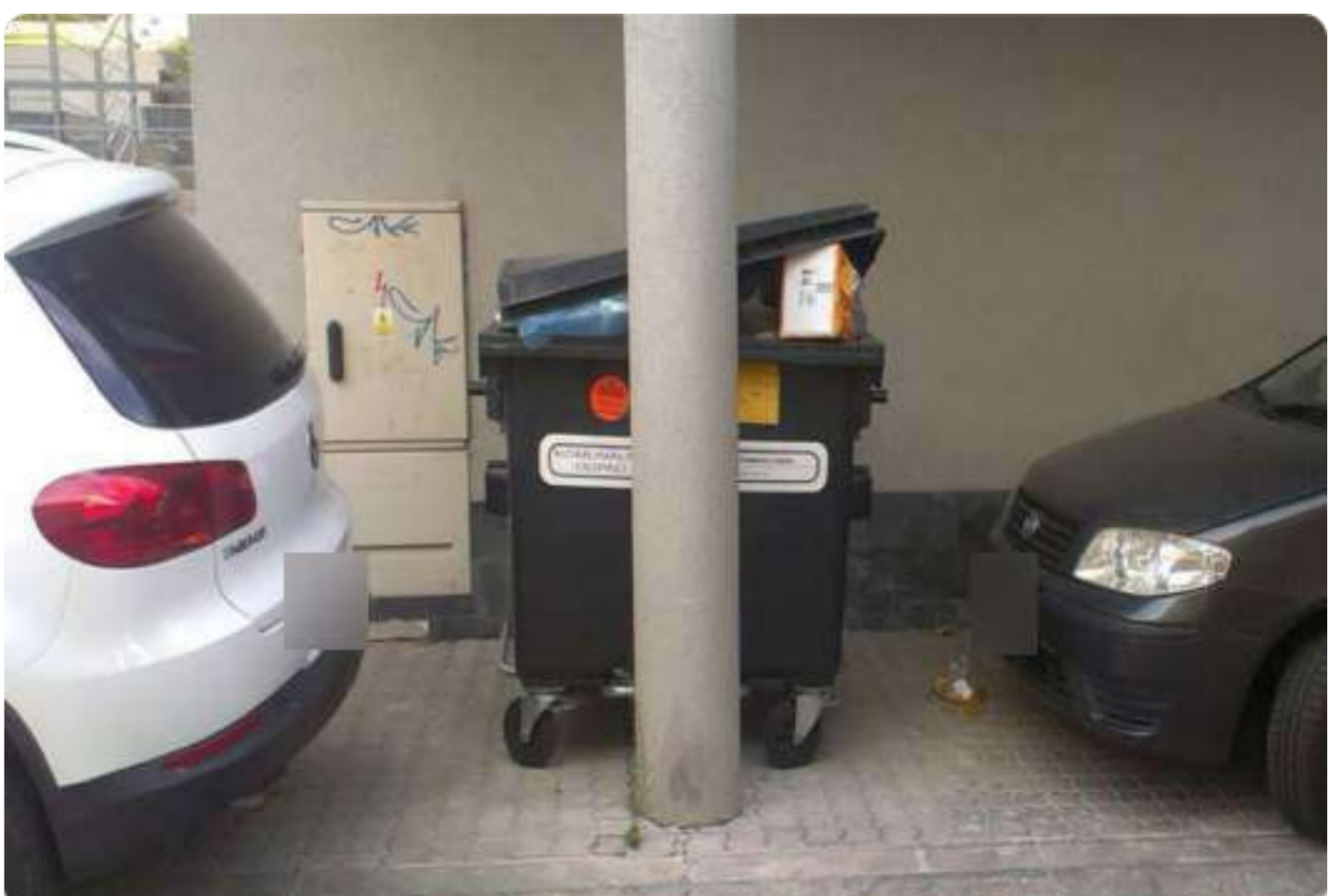
Waste Bin - Damaged



Waste Bin - Sticker missing



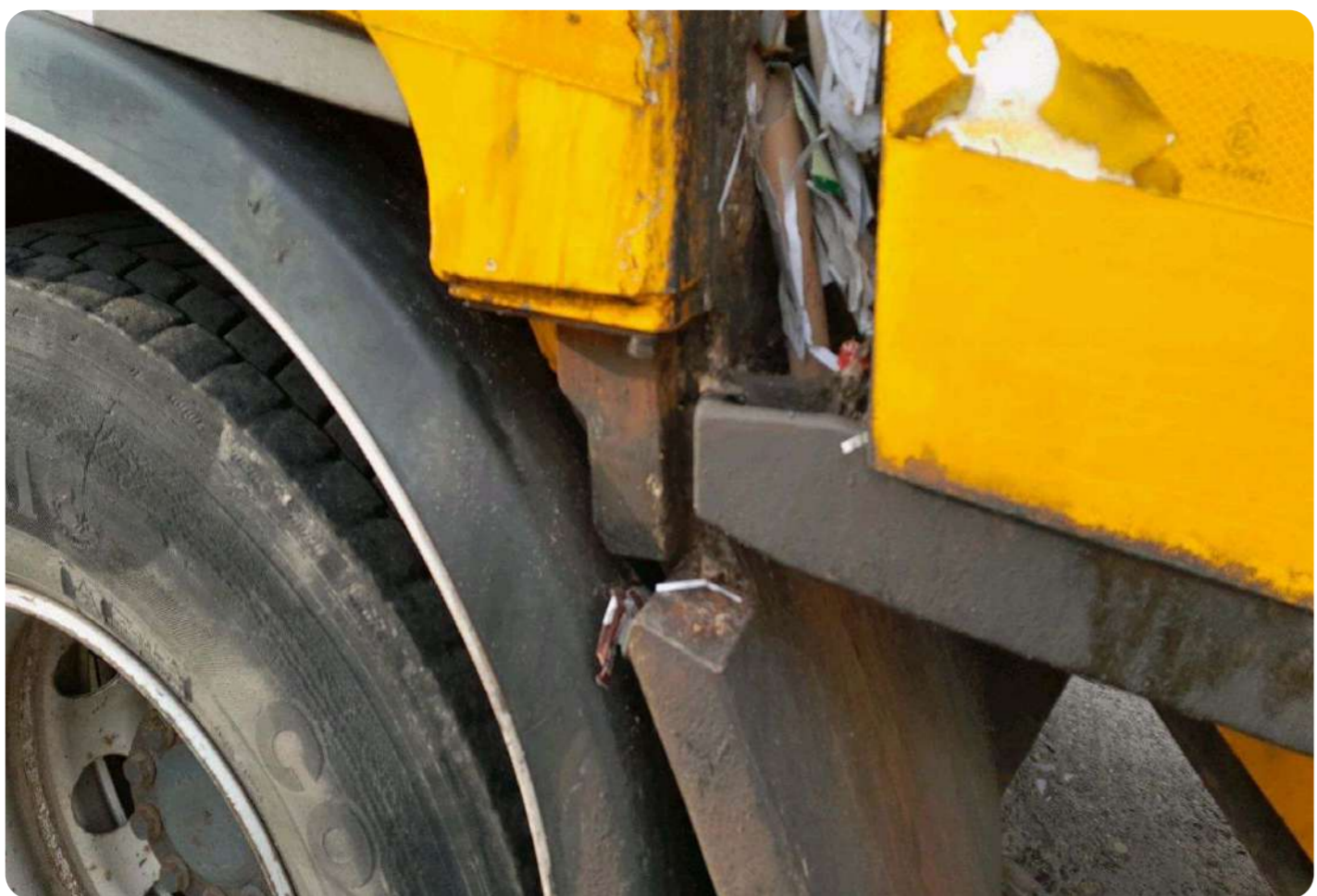
Waste Bin - Locked



Waste site - Unaccessible



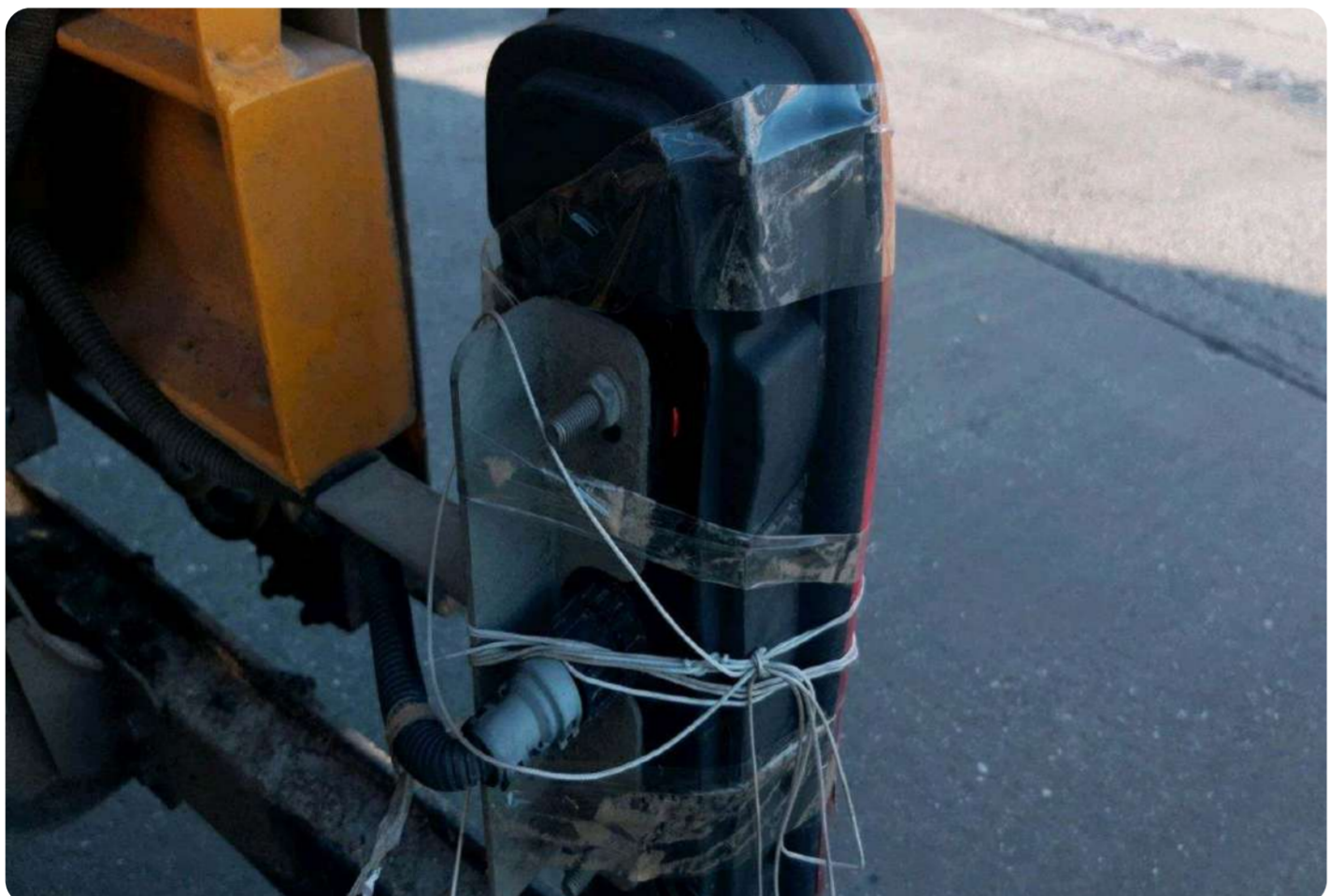
# Venzeo™ report categorization examples



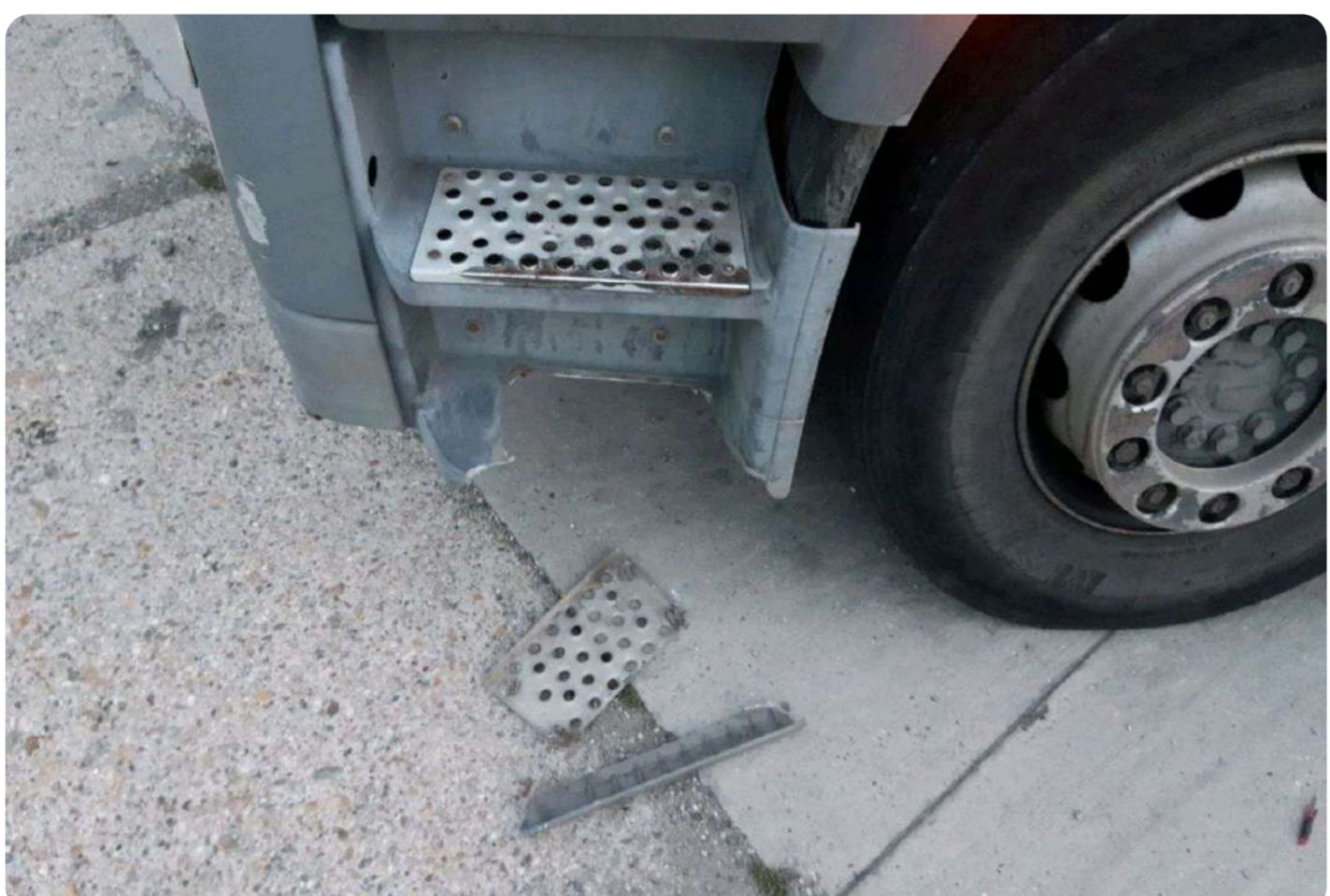
Vehicle - Failure



Vehicle - Failure



Vehicle - Failure



Vehicle - Failure



Vehicle - Insurance event



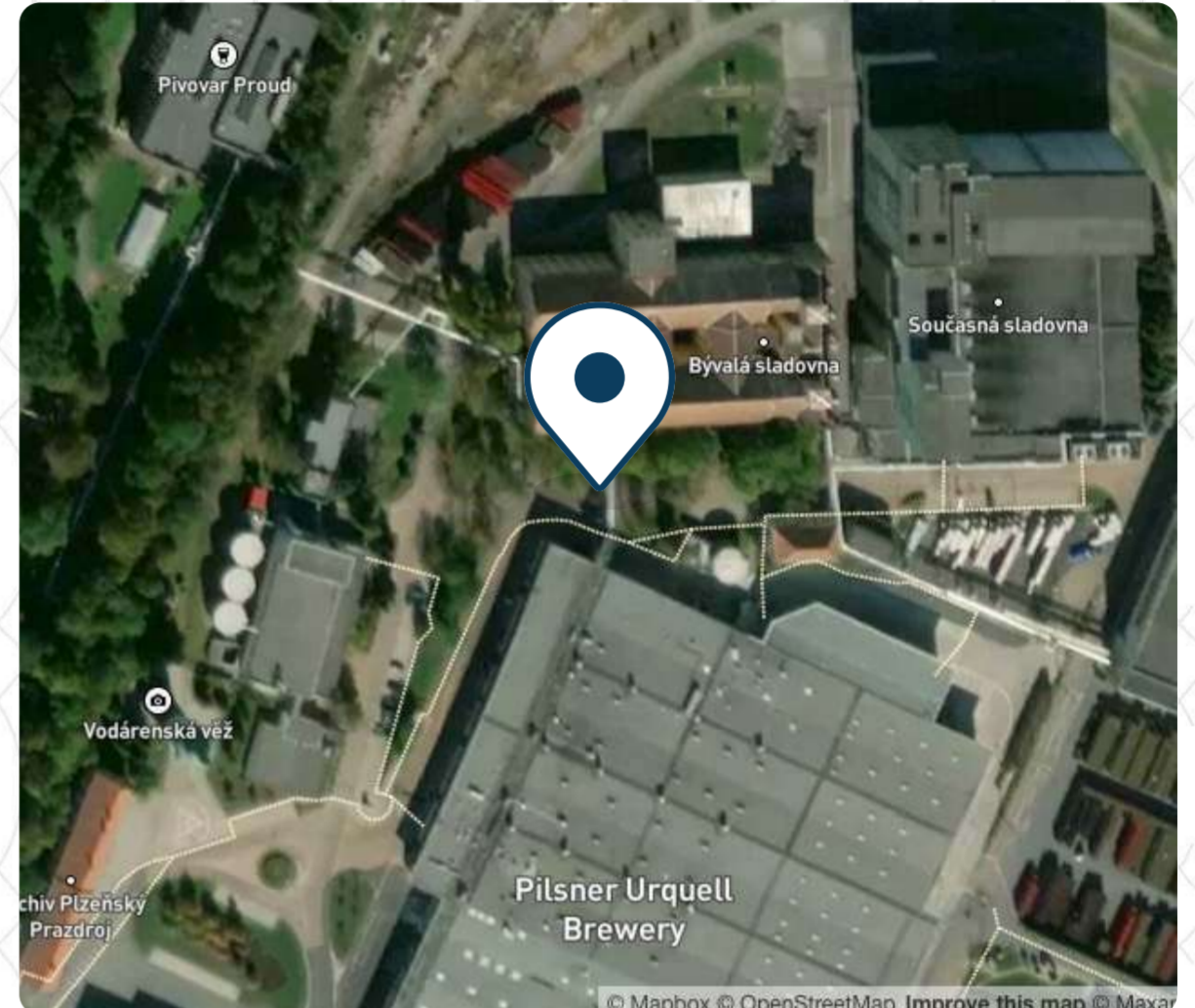
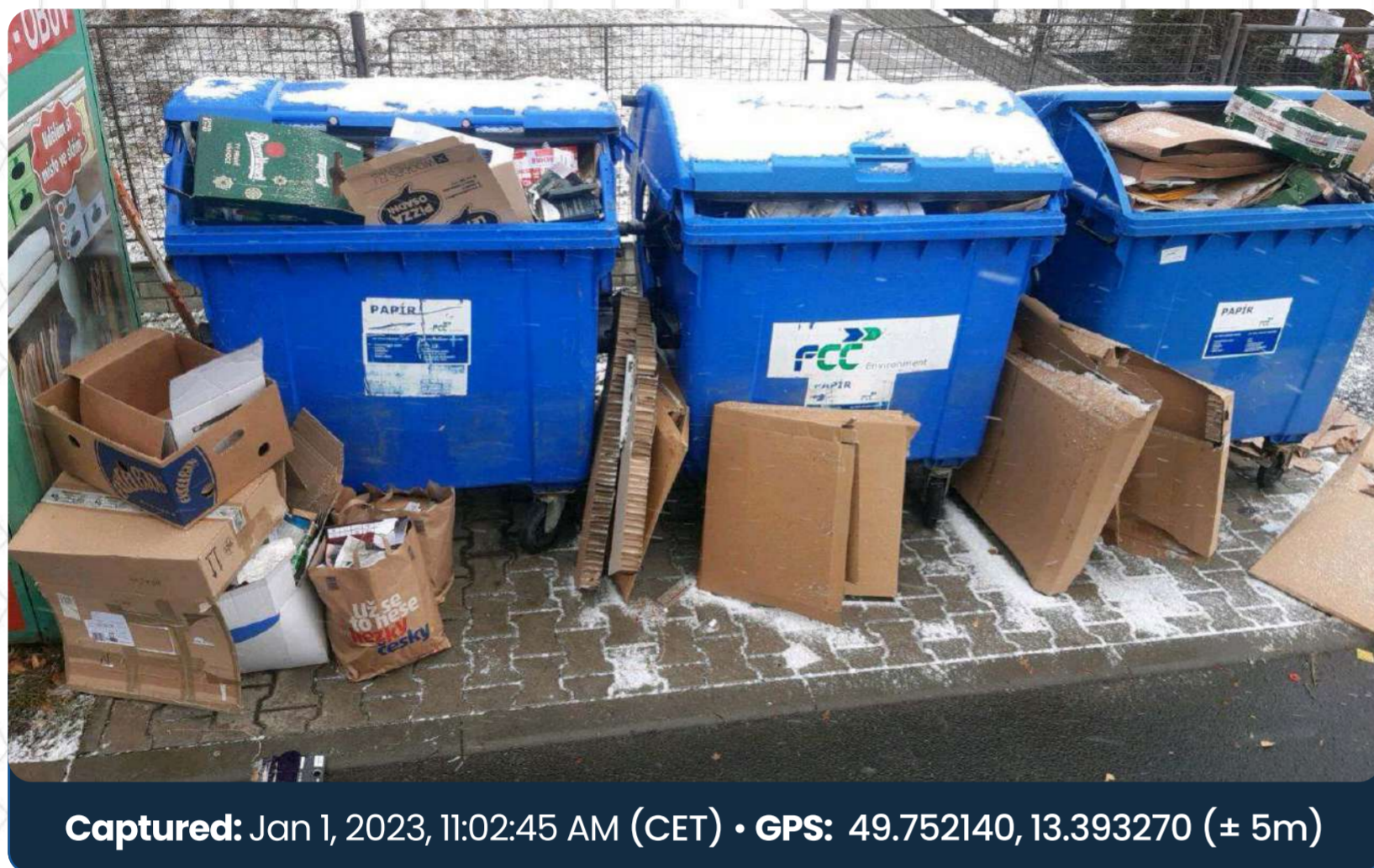


### Report Example:



**Waste Point #01234 · Pilsner Urquell Brewery, Former malthouse, Pilsen, Czechia**

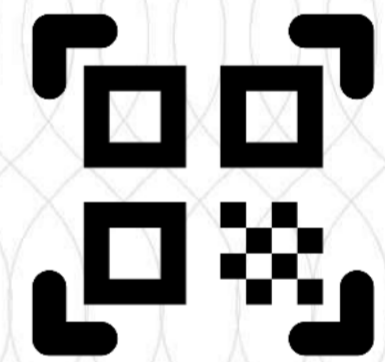
- 📍 Types: Waste site **Dirty**, Waste Bin **Overloaded**
- 🕒 Sent: January 1, 2023, 11:03 AM (BST)
- 📄 Status: Processed (January 1, 2023, 11:05 AM, BST)
- 📍 GPS: 49.752139, 13.393269 (± 3m)
- 📝 No note



## Certificate

for Your Company, Ltd.

This record has passed the Venzeo™ certification process. You can trust all photos, time stamps and GPS location data.



0123456789

Venzeo™ Certification ID





# FCC: "Venzeo™ makes communication with municipalities easier and faster."

The Prague Ďáblice branch pioneered the implementation of the Venzeo™ system. Since then, the platform has expanded to eight additional branches, serving cities and regions with populations ranging from 50,000 to 400,000.

FCC is the largest waste management company in the Czech Republic. They serve almost 1.2 million inhabitants and offer a comprehensive range of services for municipalities and businesses.



**FCC Environment**  
ORGANIZATION INFO

**Waste Management**  
SEGMENT

**[www.fcc-group.eu](http://www.fcc-group.eu)**  
WEBSITE

**2015**  
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## Why has the company switched to Venzeo™ system?

In Prague, a facility offers a service to collect bio-waste containers. Local city districts need regular photographic records of these collections from FCC to approve payments.

Originally, drivers used their own cameras or phones to take these photos. They could only transfer these pictures to the appropriate folders once they returned to the office. This delayed the entire process. Furthermore, the driver who took the pictures had to be there during the sorting process to provide any missing details.

Now, a dispatcher uses a web application to gather these photos. This streamlines the process, allowing quick and easy sharing with both the sales team and the customer service department.

## What has changed with Venzeo™?

Information now flows more quickly between drivers, head office, and local borough staff, allowing for immediate action. With time stamps and GPS data directly attached to photos, the need for follow-up communication between administrators and drivers has been eliminated.

## Venzeo™ system is used by

- **Field Workers:** They take photos during waste collection to quickly report any issues they encounter, right on the spot.
- **Customer Support:** They use search filters to quickly find specific waste collection events, helping to resolve complaints by knowing how the situation looked like, the exact time and location.
- **Salespeople:** They use saved reports from past waste collections as evidence to show customers and city officials where and why more frequent pickups are needed.

## What do they appreciate about Venzeo™?

- Significant time and cost savings for employees, thanks to the system's user-friendly interface, stability, and speed.
- Throughout its usage period, there have been no major technical issues requiring resolution with the provider.



## FCC Environment

ORGANIZATION INFO

## Waste Management

SEGMENT

[www.fcc-group.eu](http://www.fcc-group.eu)

WEBSITE

2015

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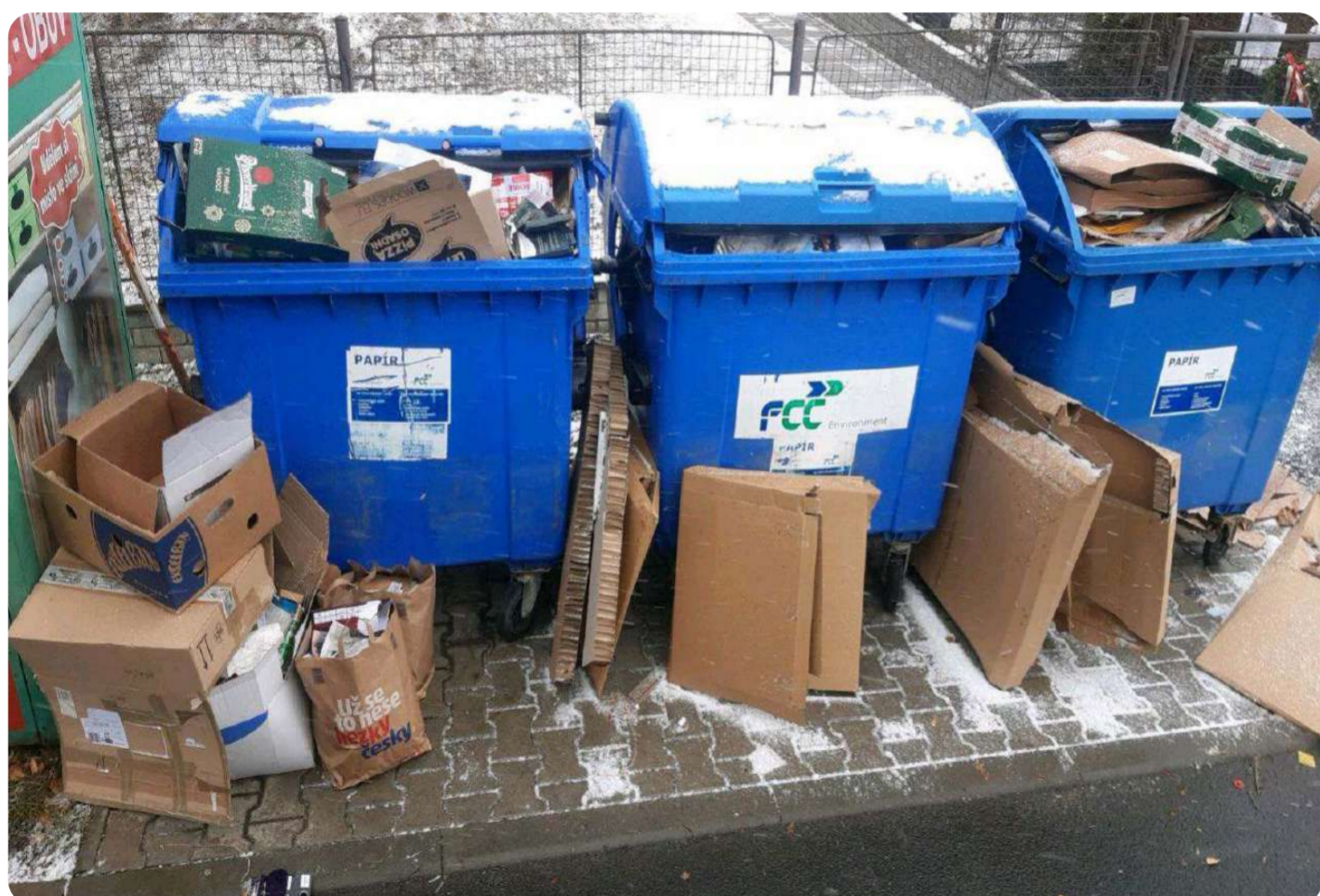
# Venzeo™ report categorization examples



Waste - Not suitable



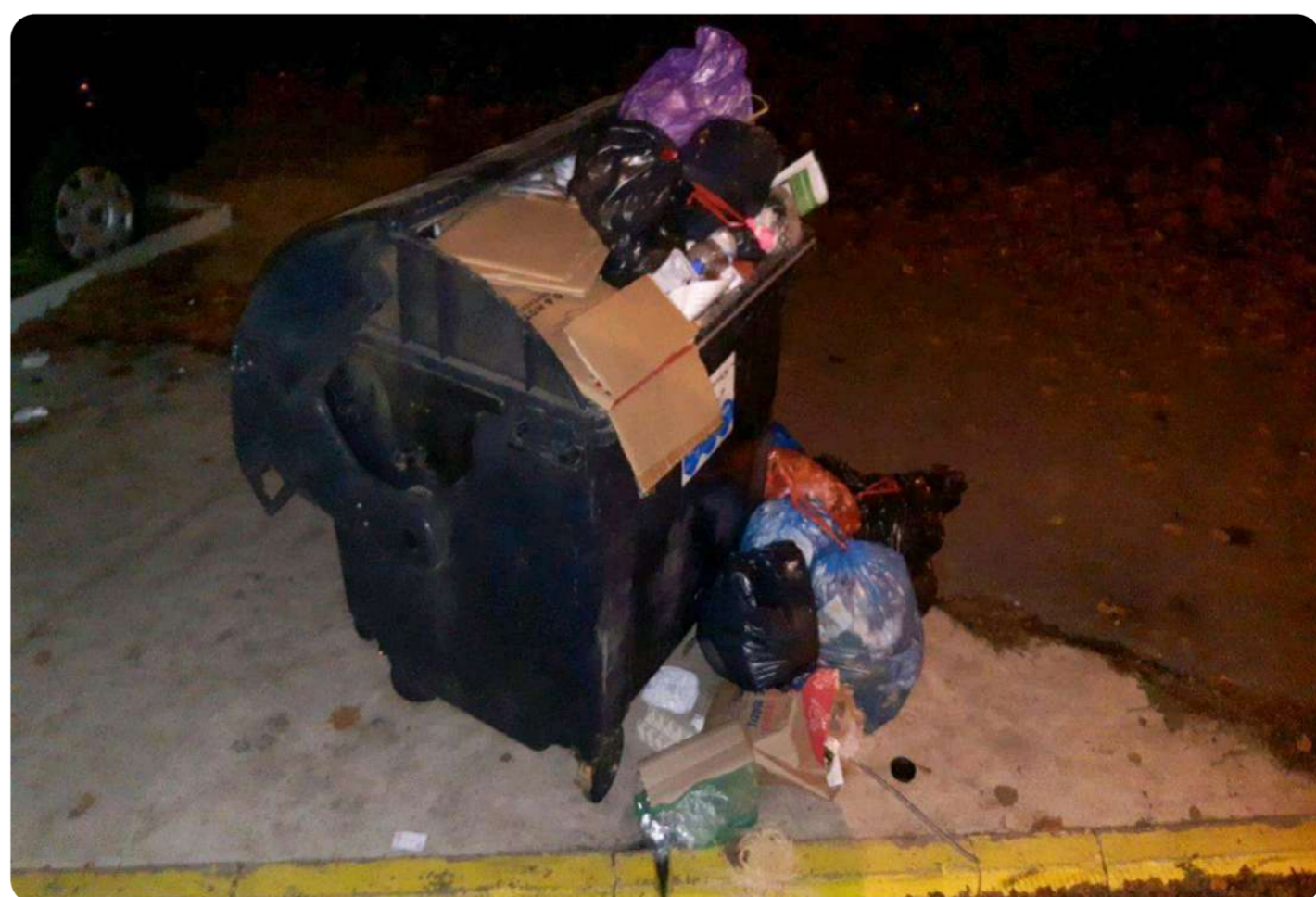
Waste Bin - Damaged



Waste Bin - Overloaded



Waste Bin - Locked



Waste Bin - Overloaded



# Příklady kategorizace záznamu v systému Venzeo™



Waste - Smoldering ashes



Waste - Smoldering ashes



Waste Site - Dirty





# Brantner: "Venzeo™ saves us tens of hours weekly, translating into monetary savings."

Venzeo™ was first introduced in Brantner Martin branch and has since been adopted across Slovakia.

Brantner is offering a comprehensive suite of waste management services in Slovakia. This includes skip hire (containers) services, public roads cleaning, care of public green spaces, and upkeep of public lighting.



## Brantner

ORGANIZATION INFO

## Waste Management

SEGMENT

[www.brantner.sk](http://www.brantner.sk)

WEBSITE

**2014**

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## Why Brantner adopted Venzeo™ system?

The primary job for most workers is waste collection. During this task, they also take photo documentation of cases that are likely to lead to complaints from citizens or customers (e.g., uncollected waste, collection done at an unexpected time). These records are instantly and automatically sent to a central database, accessible to both customer and sales departments.

Before implementing Venzeo™, these case records were sent via communication apps (WhatsApp, MMS, etc.), which had several disadvantages:

- Record-keeping issues where some photos and events got lost amidst various communications.
- Problems with supplementary information such as location, time and date, and identifying the employee who handled the case.
- Challenges in later retrieval of specific cases.

## What activities does Venzeo™ make easier?

In addition to documenting problematic waste collection cases and providing evidence for potential complaints, the application is also used to identify locations for new containers. Thanks to export features, these locations can be directly integrated into mapping apps. This simplifies subsequent trips for drivers tasked with emptying the containers, as they can easily follow this pre-arranged route complete with photos of container locations.

All field workers have the app installed on their work phones. Meanwhile, office staff use the web-based application. Each manager has their own login, which is especially useful when working with various filters tailored to their job requirements, preventing any overlap or confusion.

## What has changed with Venzeo™

All employees and management agree that:

- Venzeo™ saves tens of hours each week, allowing us to focus on work instead of transferring photos and maintaining records.
- The entire photo documentation process is now streamlined and evidence can be easily and quickly found in case of any complaints.
- Employees no longer need to constantly monitor various groups on Messenger and WhatsApp, and can immediately work with incoming information without it getting lost in subsequent conversations.
- Another major advantage is the simplicity of the application, both in terms of its user interface and technical aspects. It is fast and stable, and throughout its usage, there has been no need to resolve any major technical issues with the provider.



### Brantner

ORGANIZATION INFO

### Waste Management

ORGANIZATION INFO

### www.brantner.sk

WEBSITE

### 2014

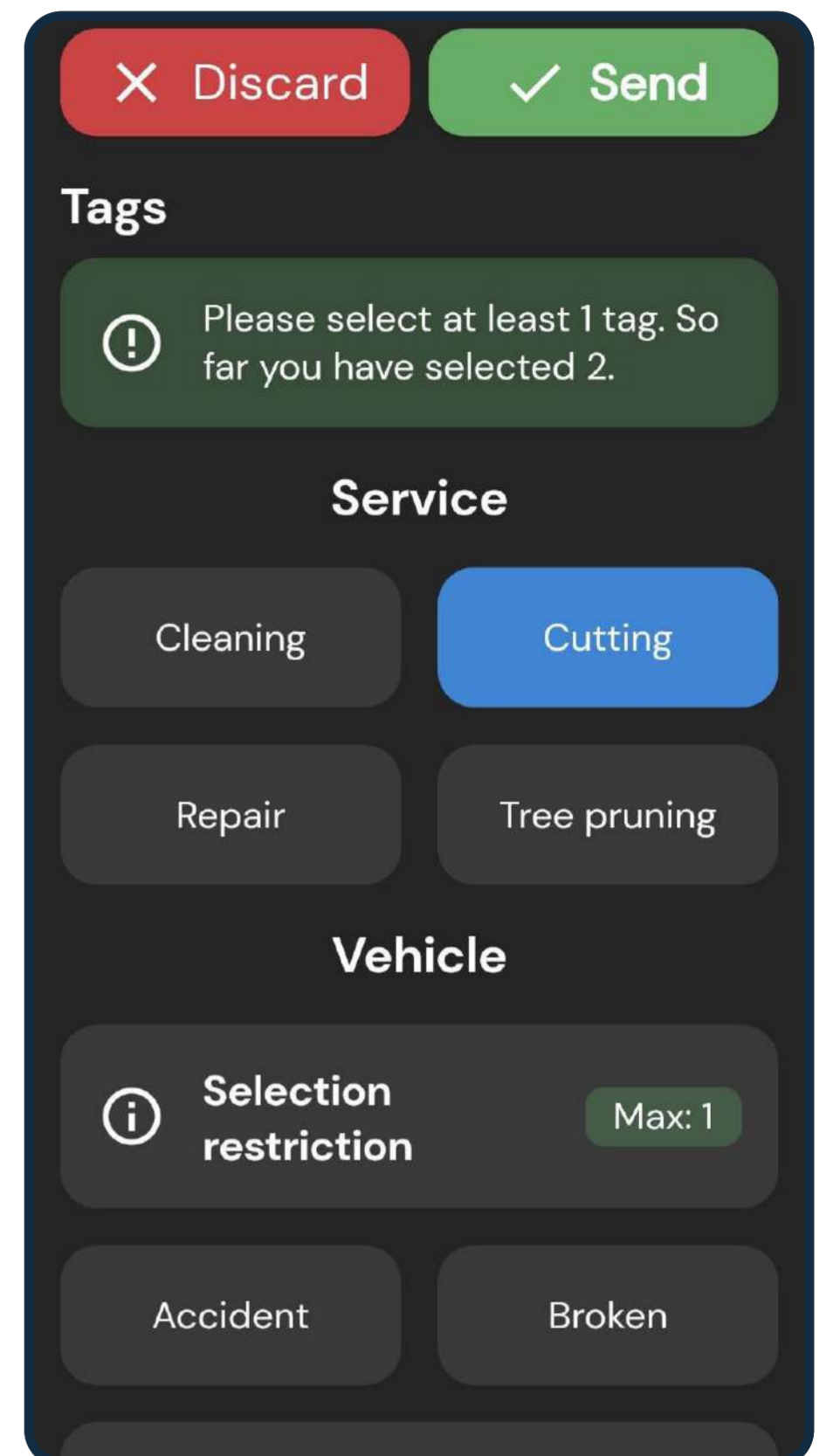
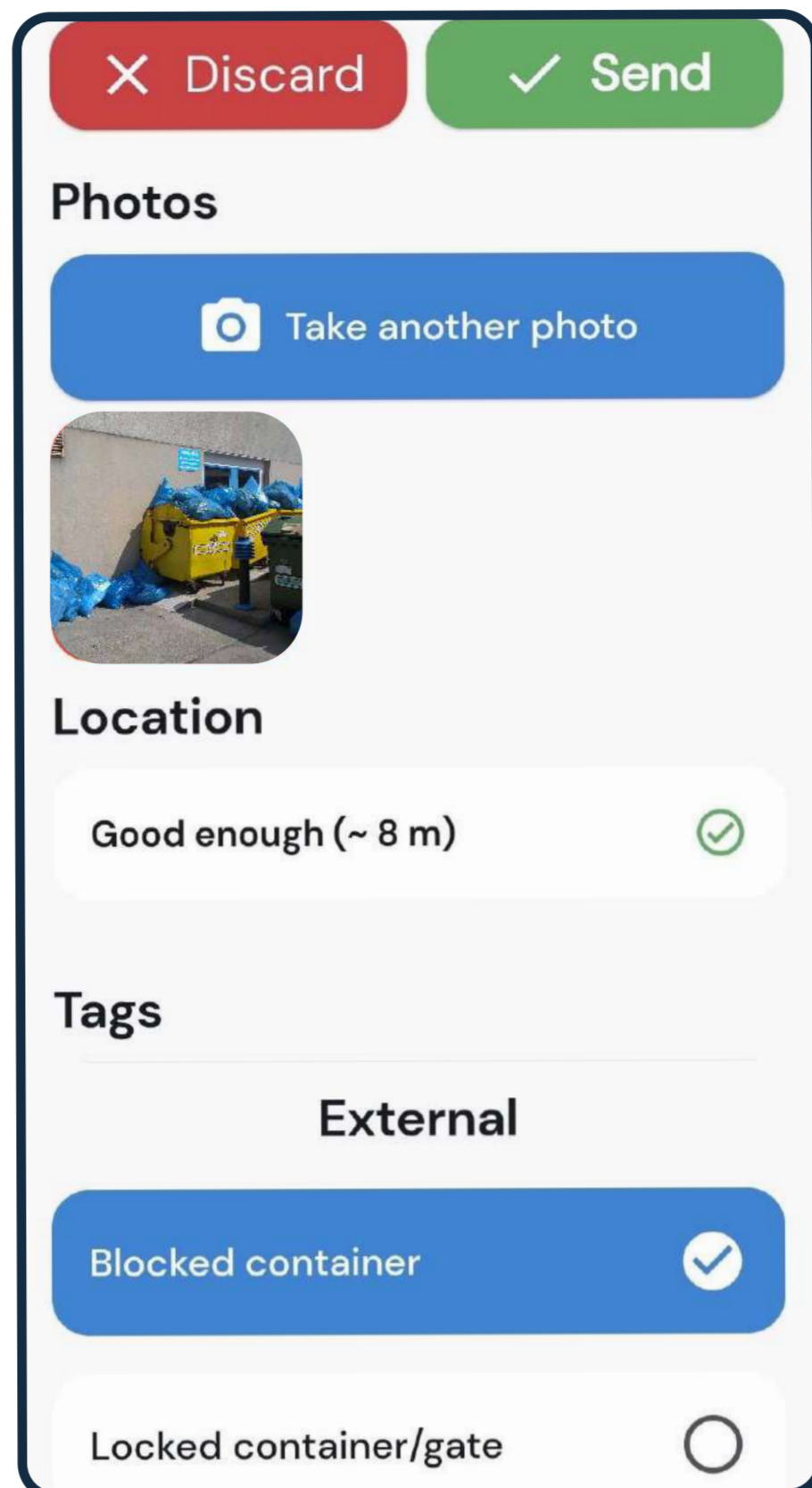
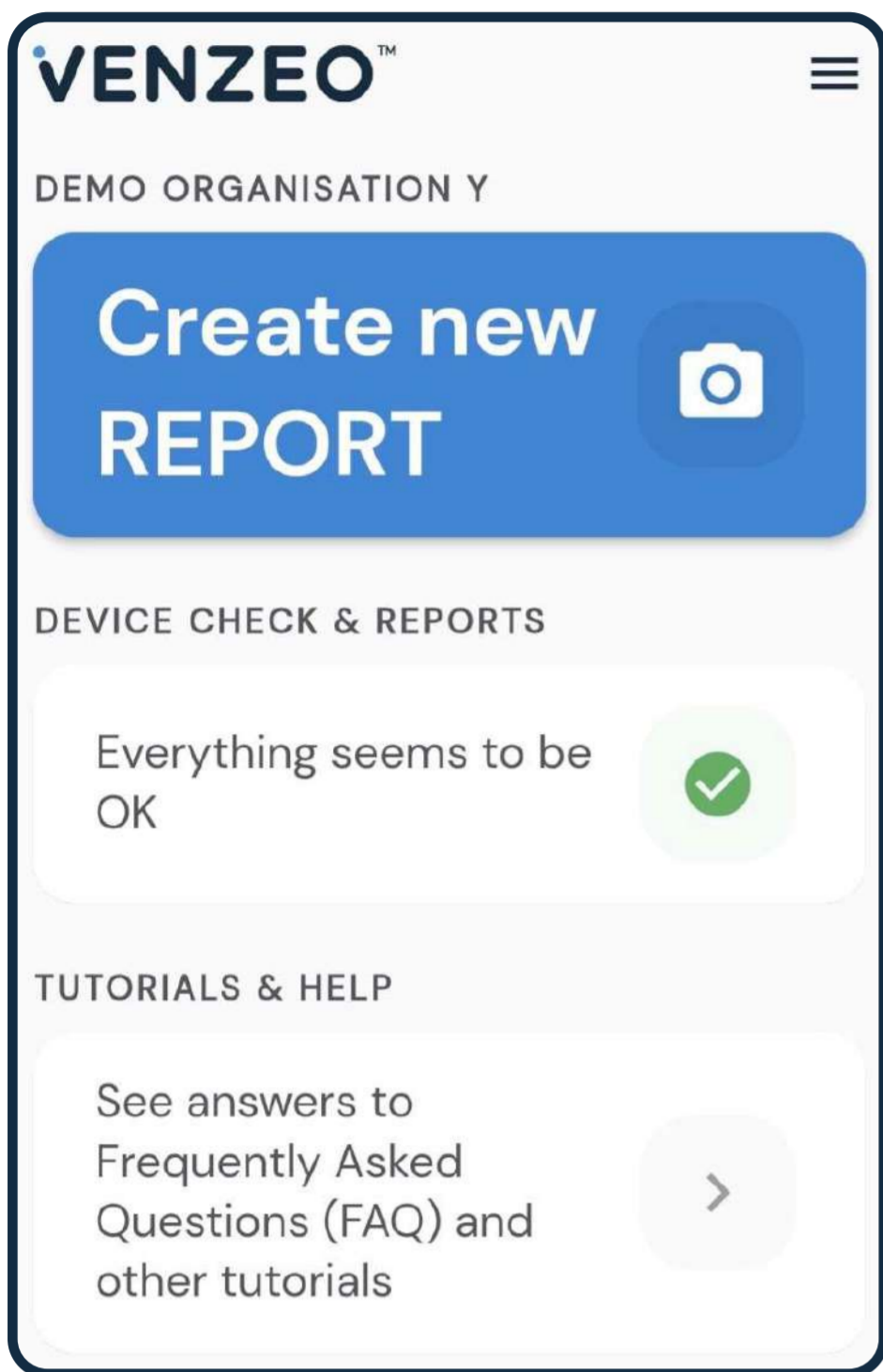
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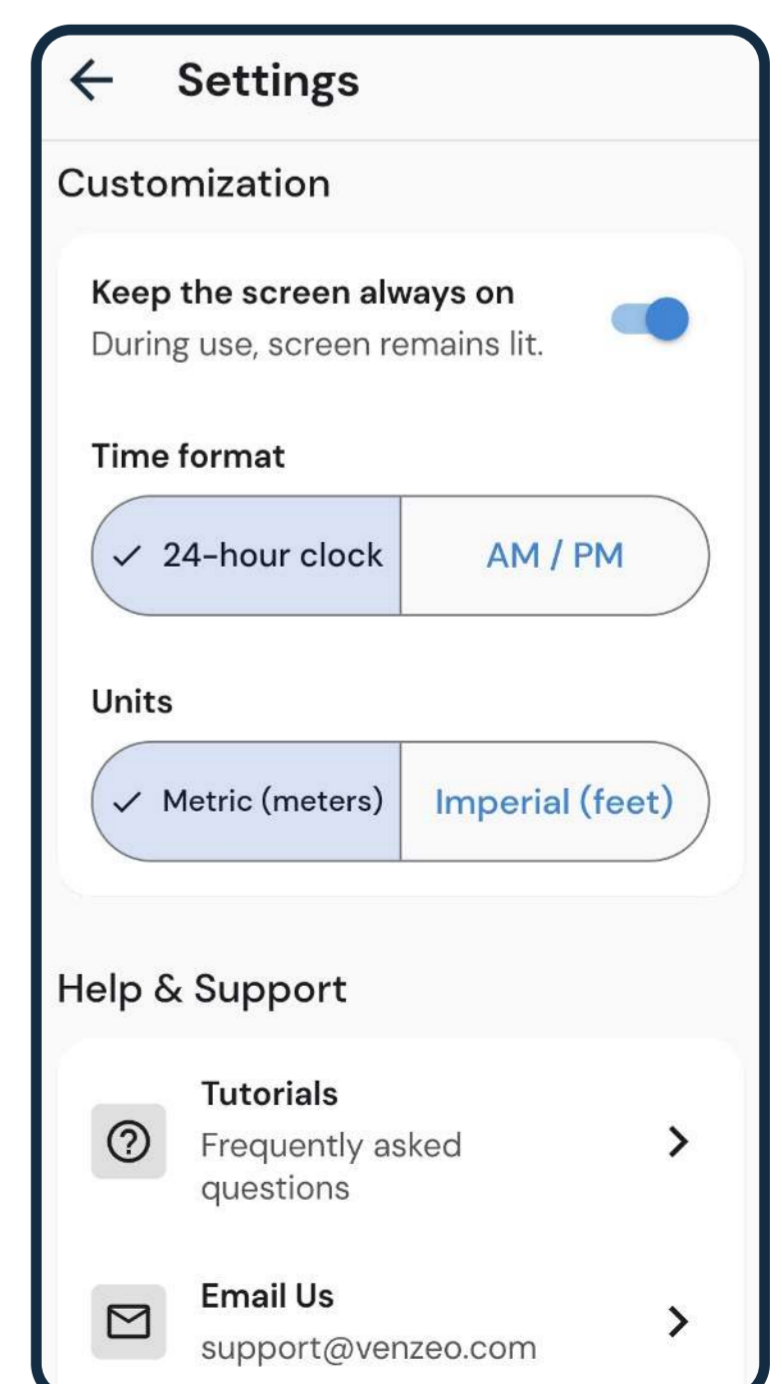
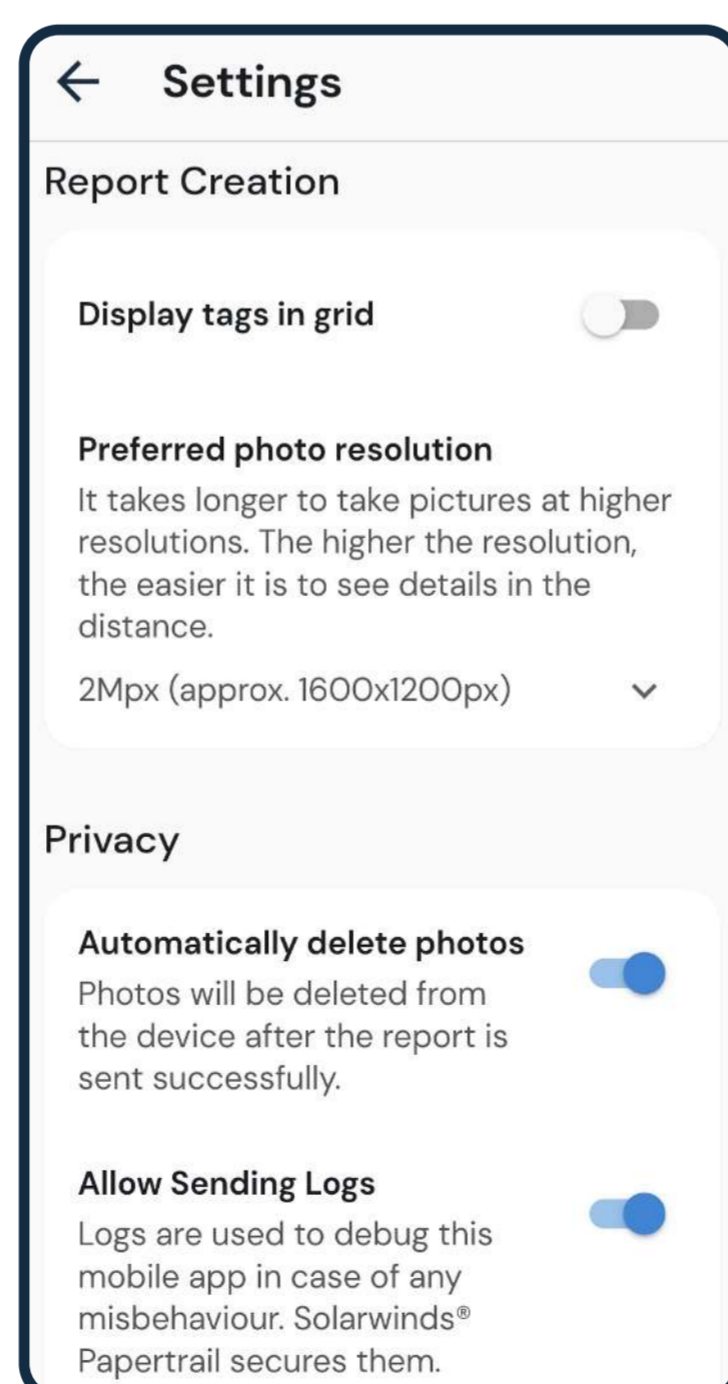
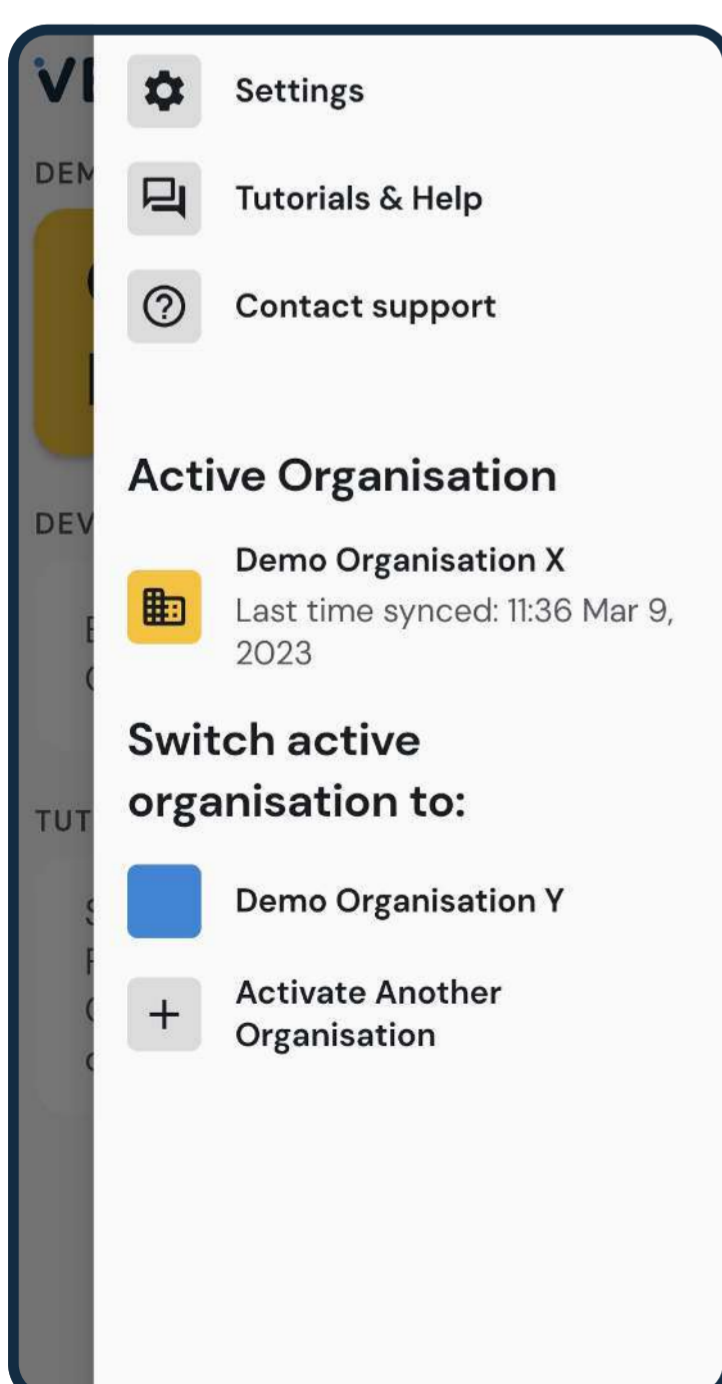


# Venzeo™ Mobile App Showcase



## Customization options

(Settings are hidden, to achieve ease of use and avoid any distraction of the user)





# Venzero™ Web App Showcase

## Availability of Advanced Filtering

Filter by time period

Today Yesterday Last 7 days **All time**

Custom

13. Nov 2013 00:00 ~ End date

Filter by types

Filter by status

Search by address

Search by address

Filter by reporter name

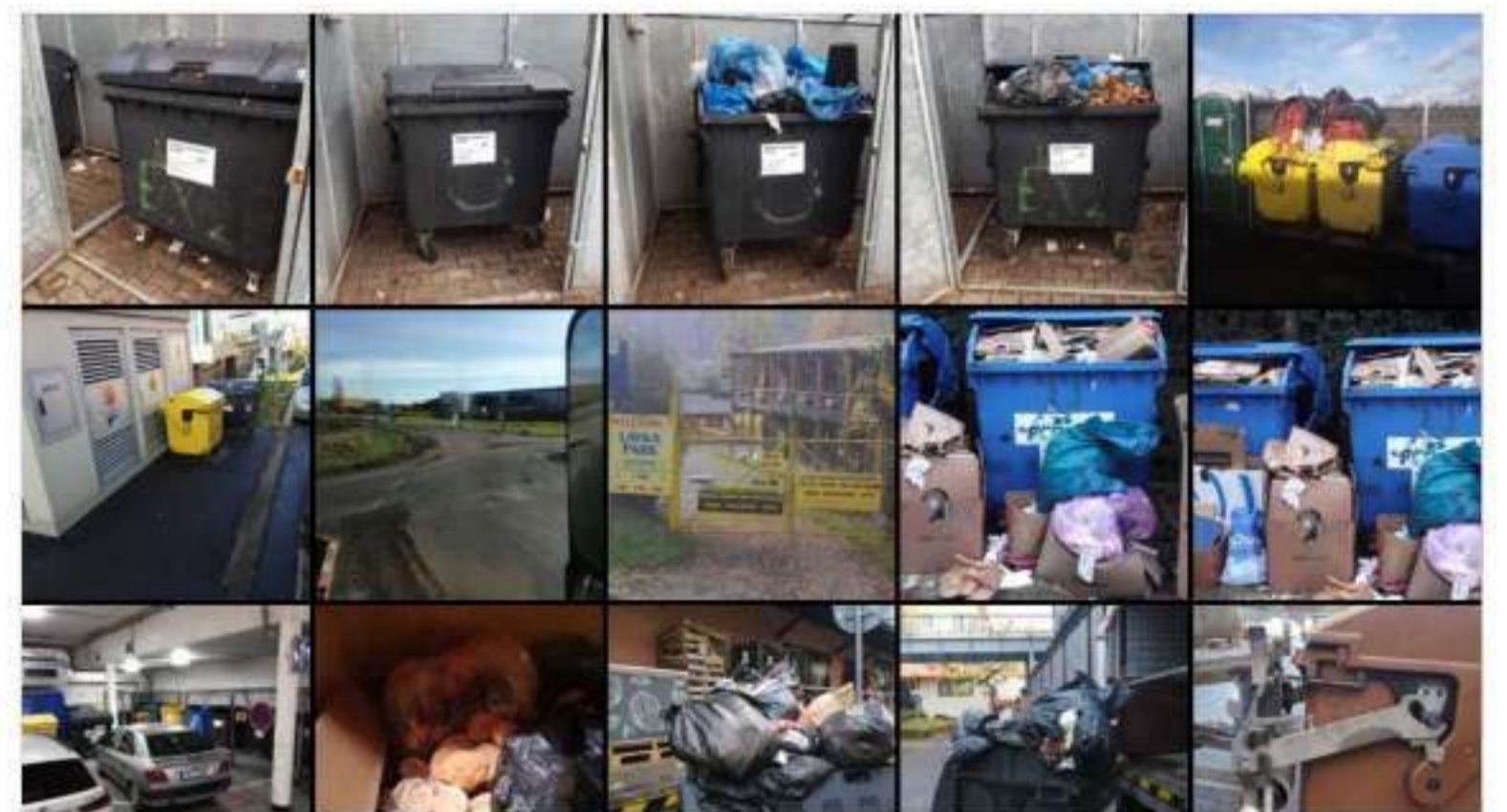
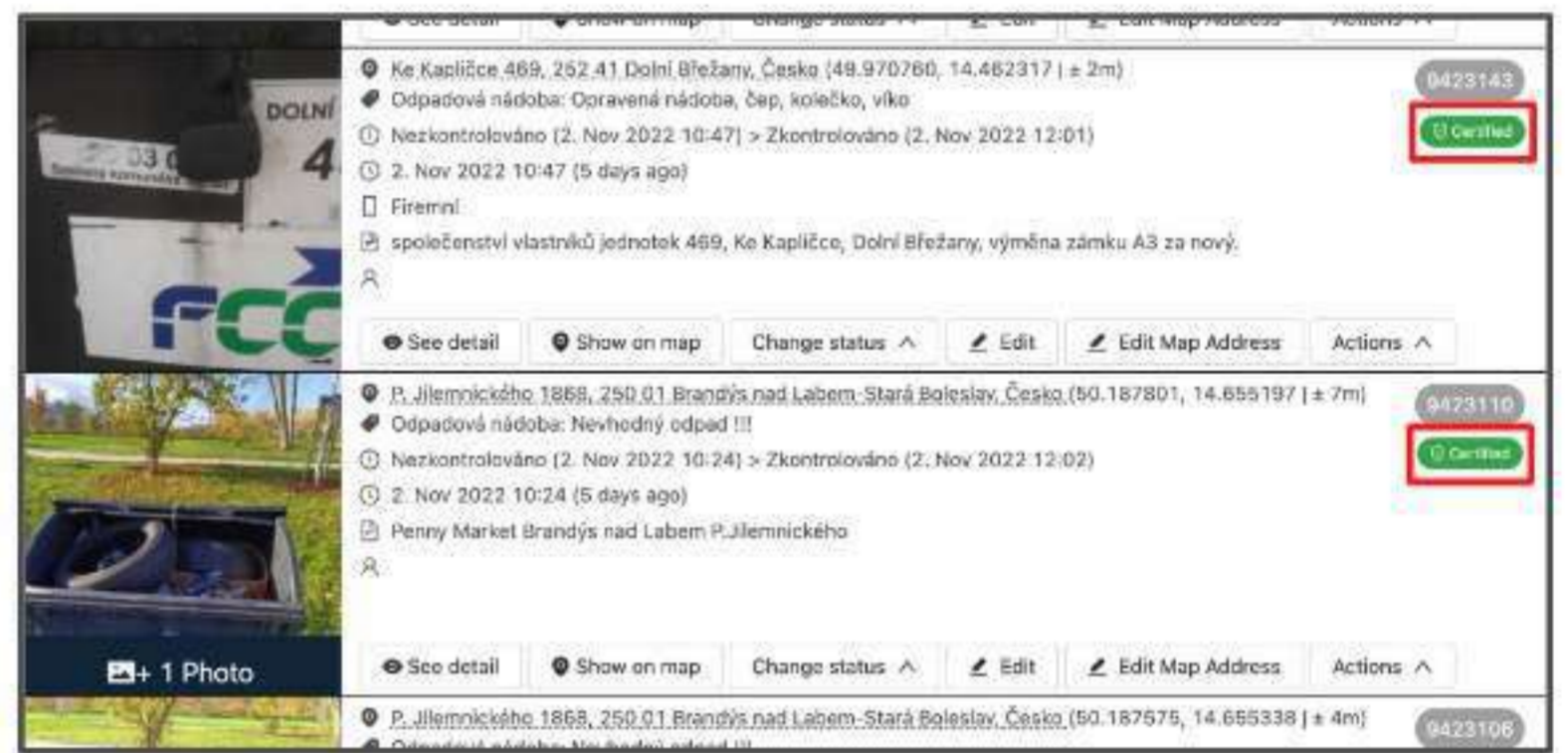
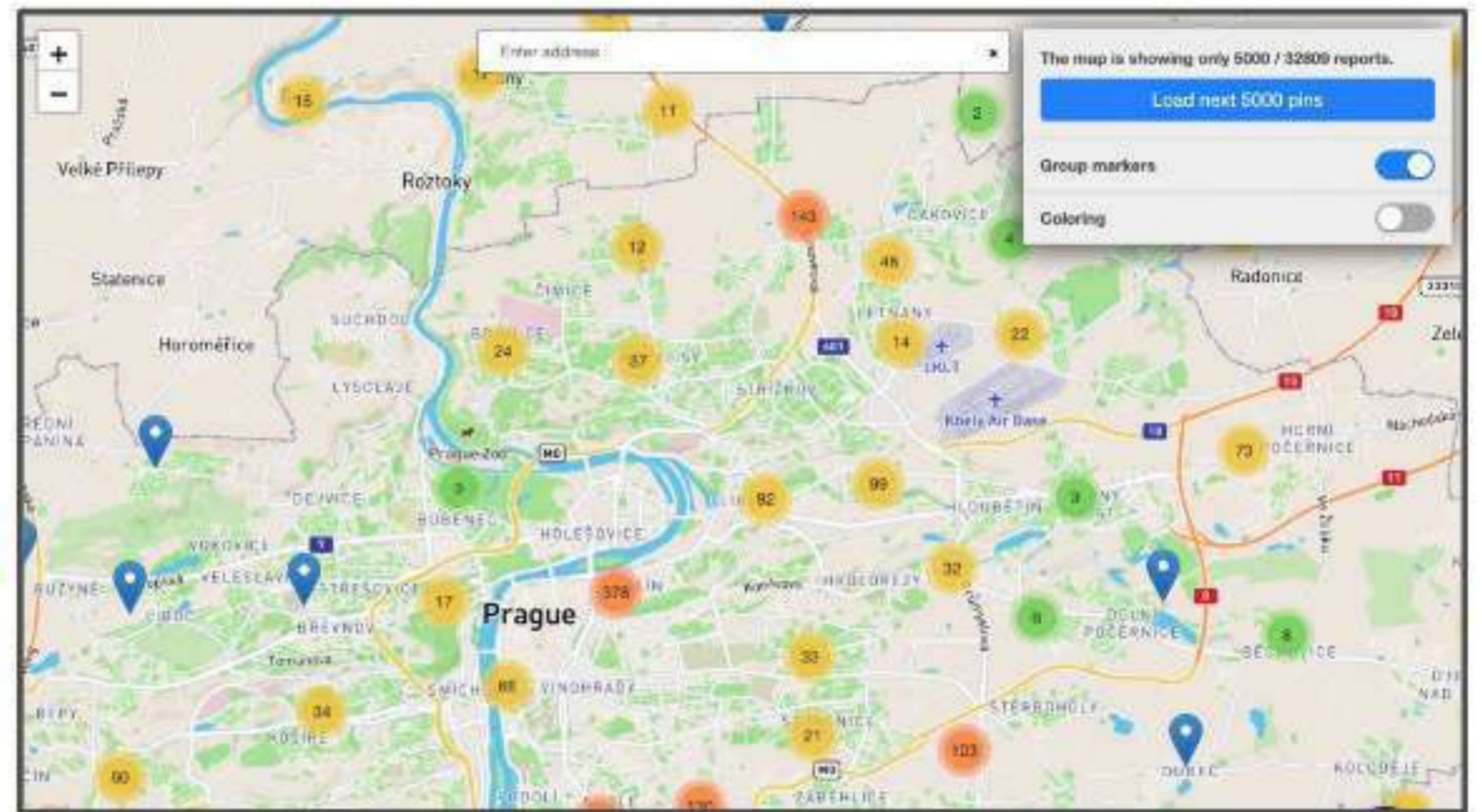
Filter by report's note

Report's note

Filter by report ID

**Apply filter**

## View filtered records as a map, list, or gallery.



## Export data to PDF, CSV, or access via API.



# Frequently Asked Questions

## What is the price of the license?

A small branch with up to 10 field employees pays USD 265 per month.

The price is based on the number of users who upload field records, the number who work with them, and the optional extras you can activate.

## Can less experienced workers actually use the app?

Yes, every field worker of our customers has mastered it. The app is very easy to use – our customers have already captured over 1 million reports in the field using it.

## Why not use other communication apps such as Whatsapp, Messenger or SAP instead of Venzeo™?

WhatsApp and Messenger clutter quickly, while systems like SAP can be overly complex. Venzeo™ offers the best of both worlds: rapid photo captures and an intuitive, stable experience without confusing errors. See our case studies to learn why customers prefer us.

## Can I use a certified Venzeo™ record in court or during an audit?

Yes, it is evidence that contains a certified time stamp, location data with photographs that would be almost impossible to forge.

## We have 100,000 sites, can Venzeo™ handle that many?

The mobile app and web app are optimized to handle millions of data. We regularly stress test the entire infrastructure to ensure the application runs smoothly and quickly in the field, even with slow connections.

## Do all employees have to have the app installed?

The greatest added value occurs when all employees who are required to use the application use it. However, you can start slowly, test the app and then involve individual employees gradually.



# Venzeo™ system Licensing

## Included:

1. Filtering of reports: By time, types & categories, status, address, reporter, description, projects / orders, places of interest;
2. Export functionality: PDF, CSV, PRINT, API, secure public URL link;
3. Preview Options: In map, gallery, stacked list, statistical view;
4. Data Import Options (Projects and Points of Interest): via API;
5. Automatic Email Notifications;
6. System Administration: Creating and editing categories & types, statuses, adding users, device activation (via secure SMS or QR code).

## Venzeo™ Add-ons:

- Place of Interest (Waste Point) – option to select a specific customer or location for each record. The mobile app can read an NFC chip or scan a location's QR code.
- Projects/Orders – option to select a specific order or ongoing project for each report, such as 'Spring Cleaning' or 'Site Assessment.'
- Photo Auto-Censorship – anonymizing faces, license plates, or other textual information in photos.
- Website Widget – Publish selected Reports on your company website for Your Customers.

## Security and Support:

1. help.venzeo.com includes
  - System Guides,
  - Frequently Asked Questions,
  - 'Step-by-Step' User Manual
2. Support through:
  - Email (response within one business day),
  - Phone (during business days),
3. Regular security updates and functional enhancements for both web and mobile apps.
4. Data storage is protected by PCI-DSS, HIPAA/HITECH, FedRAMP, EU Data Protection Directive, and FISMA;
5. Secure web interface access via Google Workspace, Microsoft Office 365, or Email (password-free);
6. Supports mobile devices running iOS 15+ and Android 8+. More information can be found at [help.venzeo.com/kb/sk](https://help.venzeo.com/kb/sk) under the 'Mobile Apps' section.



## LICENSE PRICING

### Mobile App

number of users

### Web App

number of basic users

number of administrators

### Add-ons

place of interest/waste point

projects/orders

items / waste bins

web "widget"

photo auto-censoring

Try the  
Venzeo™ now  
free 14 days trial  
[venzeo.com/demo](https://venzeo.com/demo)



## Website Widget Example:



[www.olo.sk/evidencia-neodvezeneho-odpadu](http://www.olo.sk/evidencia-neodvezeneho-odpadu)

