



The Challenge

Ledge Lounger faced three points of frustration with their previous waste removal provider:

1. A Lack of Reliability

“Too many times, our pickups were missed or we were told dumpsters had been dumped when they weren’t,” said Operations Manager Edward Borklund.

2. Poor Customer Service

“Too much work was done on my end to get needed answers or action needed to alleviate the waste issues,” he stated.

3. Wasted Time

Borklund said he spent an estimated 4 hours per week (and 16 hours per month) resolving waste-related problems.

The Solution

By switching to Dumpsters.com, Borklund has access to:



**One Dedicated
Account Manager**



**Improved
Reliability**



**Upfront,
Flat-Rate Pricing**

The Results

Since using Dumpsters.com, Borklund has experienced many benefits including:

1. Excellent Customer Service

“Any support I have needed has been handled timely with continuous updates to keep me informed,” he said.

2. Time Savings

Because Borklund has had more reliable service with Dumpsters.com, he saves approximately 4 hours per week.

3. Goodbye to Waste Worries

“I no longer stress about waste removal,” he said.

4. Reduced Costs

Borklund believes that Dumpsters.com offers a superior value compared to other providers through reduced rates for dumpster service.

The Experience

“My [account manager], Leann [Wiseman], has been great to work with. She has always been very supportive of my needs as well as very understanding and empathetic when needed. Her customer service has been top-notch, and I appreciate her support!”



Edward Borklund, Operations Manager
Ledge Lounger