

“We chose SAP Waste & Recycling One as it was a fully integrated solution that contained everything we needed to run a state-of-the-art, customer focused service. It adhered to our goals of streamlining and automating operations, saving money and providing a solid platform which allows us to progress rapidly by offering a unique service.”

Graeme Rose
Managing Director – 707 Resource Management



707 Resource Management Success Story



Introduction

707 Resource Management (707) is a UK-based waste broking company providing a national recycling service. Privately owned, the company outsources collections on behalf of regional businesses, local authorities and national companies with multiple sites – focusing on the elimination of landfill through the reduction of waste at source, recycling and the use of new technologies.

Choosing the Right Solution

In launching 707 Resource Management in 2008, the team had envisaged a very customer-focused service, one built on trust, honesty, maximum efficiency, and interaction through information flow to it's customers, with minimum administrative intervention where possible.

707 Resource Management, who have previously built and managed several successful waste companies, including Polkacrest, Heron Environmental and 3b, knew how essential it was to have the right software in place to streamline its business processes and operate in such a high volume, competitive margin, commodity sector.

The Management Team saw the advantages of utilising new technologies but also wanted to ensure they had a stable and robust business management software solution in place to be able to administer the new business from the outset.

Due to rapid expansion plans, the solution needed to be flexible, the company couldn't afford to be constrained by limitations of software. 707 Resource Management were full of ideas to enhance the service, so ease of configuration was also required to cope with additional functionality.^{1/2}

¹ Success Story "Web Interface"

² Success Story "707 Resource Management SAP Waste & Recycling One & Spindle Professional"

Customer Focus

Having started and managed multiple waste and recycling companies before, 707 Resource Management knew that one thing set them apart from the competition, their primary focus and dedication to customer service.



By putting the customer at the very centre of the service and keeping them there, 707 are able to differentiate themselves from the increasing number of other companies offering a waste broking service. 707 Resource Management saw a crucial advantage in the investment and effective use of an integrated business management software solution, and saw the software as a key element to increase interaction with the customer – a way to grow and dominate the sector.

707 Resource Management emphasised several important key factors in the innovative service envisaged. The service had to be: Easy to use; cheap and efficient; quality driven; easy to make payments; where possible an automated service; automated flow of information to the customer; proactive “human” contact via CRM; a nationwide network of reliable suppliers; and dedicated to zero landfill. The software solution had to support all of these features.

A Passion for Change

707 Resource Management had met with ISB Global on several occasions and knew of the SAP Waste & Recycling One solution. When plans were in place to launch in 2008, 707 were keen to understand the SAP Waste & Recycling One solution in greater depth. And question the consulting team to find out what was possible for the solution to meet the customer oriented needs 707 had predicted would put them in a market leading position.

707 Resource Management had realised in the decision making exercises, that separate systems had been a problem in their past companies. They immediately saw the benefits of working with one integrated system rather than separate Accounting, Operations, Logistics and Customer Relationship Management (CRM) solutions. If 707 Resource Management were going to adhere to the key factors to drive their company to market leading position by offering a quick, easy, efficient and an automated service. They would require an integrated solution that took all this functionality into account. Immediately, SAP Waste & Recycling One and ISB Global were able to meet these requirements.



Functionally Rich

707 Resource Management had highlighted that the new solution needed to be easy to make payments from and to. This would alleviate the trail of paperwork, stop unnecessary interactions and save time and cost of administration, as well as conform to environmental standards they had set.



To aid in the ease of invoicing and billing, SAP Waste & Recycling One has integrated Job Scheduling, Logistics, Customer Relationship Management (CRM) and Financials. The User can access prospective customer details, book a job, repeat that job within the time frame necessary and automatically raise an invoice for services, posting to the correct nominal code.

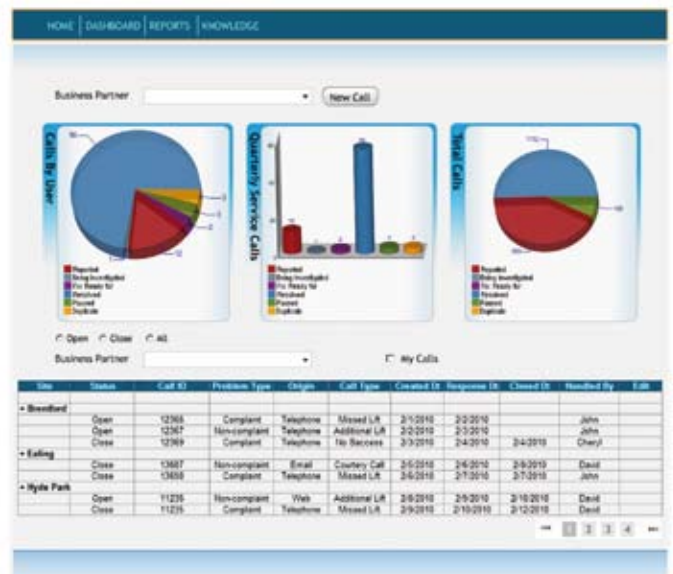
This can all be completed in several key strokes while in point-to-point solutions, this process may involve multiple operators and several hours of administration. Once more ISB Global and SAP Waste & Recycling One were able to meet the stringent requirements 707 Resource Management had set.

Making Life Simple

Due to the SAP Waste & Recycling solution being fully integrated, it also includes Sales Order and Purchase Order Processing. Scheduled Jobs can be linked to Sales Order and a Purchase Order, raised internally with the appropriate invoice, by the literal 'click' of a button; despatched automatically with the appropriate payment or remittance advice. 707 also opted for automated banking procedures.

707 Resource Management wanted to be able to interact with the customer as much as possible but not for customer interaction to be an administrative burden. A need was highlighted to be able to "push" information, such as recycling reports to their customers. This would also help alleviate some of the time constraining administration that can be caused by unnecessary interaction, transaction and reporting. By keeping the customer informed of reports and invoicing gives multiple 'touch' points designed to be more of a 'common' experience in working towards environmental goals.

Once more ISB Global and SAP Waste & Recycling One were able to provide a solution. The team had already implemented an interactive web interface in the largest private waste and recycling company in Europe.



Due to the fully integrated nature of the solution, the web interface has a direct link to all parts of the 'back office' This allows customers to schedule their own jobs, view and interact with dashboard type reports, to see how much they have diverted from landfill, for example. The web interface is easily deployed in multiple scenarios so can be traditionally web based, targeting customer interaction or a simplified user interface.¹

¹ Success Story "Web Interface"

Practice What You Preach

Within the concept of pushing information to customers, 707 Resource Management wanted to create a “paperless office”, electronically sending invoices to their customers and suppliers. This would not only adhere to a policy of zero percent landfill due to cutting waste paper but also saved the company a great deal of money in postage and administration cost.

The “paperless office” concept was achieved by the Award Winning “Spindle” software from Draycir. Having implemented the solution before, the consulting team knew that by configuring documents to simple rules, all billing and operational information, such as Duty of Care documents could be sent to a designated customer’s or supplier’s email address, sent in real time, while archiving to the integrated Customer Relationship Management (CRM) of SAP Waste and Recycling One.²

Future Efficiency

The 707 Resource Management team are still full of ideas on how to make the business more efficient. ISB Global is working closely with them to realise these efficiencies. Work will continue to enhance the Waste & Recycling One solution. Configuration is scheduled in Customer and Supplier Item Pricing (CIP/SIP). Filters will enhance the easy access and manipulation of Pricing Master Data for increased automation through the order-to-cash process.

There are also blueprinting exercises in place to enhance the Waste & Recycling Web Interface further. This will enable 707 Resource Management to utilise the CRM Service functionality on mobile devices. Immediately boosting the service offered to the customer and allow for the customer service team to keep a focus on activities with an “anytime, anywhere” service proposition, increasing the likelihood of winning business and revenue to the company.

SAP Waste & Recycling One

SAP Waste and Recycling One is a fully integrated business management software solution. It is built on world class technology software – SAP, the largest business management software company in the world. It integrates all functional areas of a waste and recycling company. Accounts, Financials, Customer Service and Relationship Management, Sales and Purchase Order Processing, Stock, Warehousing, Supply Chain and Manufacturing for reprocessing and recycling companies.

SAP Waste & Recycling One aids in the complex management of Customers and Suppliers, Job and Order Scheduling, Multiple Waste Classifications, Vehicle, Route Management and GPS Mapping, Weighbridge Integration, Telemetry, Service Delivery and Depot Management, Reporting and Compliance Management, Confirmation, Invoicing, and Business Intelligence.



² Success Story “707 Resource Management SAP Waste & Recycling One & Spindle Professional”

Partners

ISB Global and Waste & Recycling One have been awarded Software Solutions Partner (SSP) by SAP. This gives customers the security in knowing that SAP fully supports and endorses the solution. There is a wide range of support offered to the SAP customer that includes: a Customer Portal, free Patch Updates, Free Upgrades, Knowledge Forums, Expert Communities and complimentary Reporting Templates.

Implico has been established for over 25 years and offering its SAP endorsed business management software solutions to the public and private sector in Waste, Recycling, Energy Utilities, Oil and Gas. It supplies software and services to the largest municipal waste organisation and the second largest private waste and recycling company in Europe. Five out of the top ten Oil Companies in the World, has offices in the UK, Germany, USA, Switzerland and Malaysia.



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