



“ ISB Global carefully demonstrated SAP Waste & Recycling One and how the various integrated functions would benefit the business. How it would have such a positive impact in speeding up processes by using one set of Master Data. In the end, due to flexibility, a platform for growth, new technology, industry suitability and ISB Global’s consulting that helped us transform our business – and of course price! We awarded ISB Global the implementation project.”

Lance Pearce
Operations Manager
Computer Salvage Specialists



**Computer Salvage Specialists
Business Transformation Study**



Quick Facts

- Industry: Electronics Recycling (WEEE)
- Employees: 50
- Sites: 3, Headquarters in Newbury, Plant & Warehouse in Thatcham, Berkshire, UK
- Solution: SAP Business One, SAP Waste & Recycling One, SAP Crystal Reports
- Implementation Partner: ISB Global
- www.computersalvagespecialists.com

One Integrated Solution to Save Time & Money

Computer Salvage Specialists had been in touch with ISB Global for sometime. They knew of the SAP Waste & Recycling One solution and the benefits of working with a fully integrated, industry specialist solution.

The team wanted to visualise the solution, walk through the end to end process and find out how SAP Waste & Recycling One would replace spreadsheets that managed and collected data and manually input into Sage.



Documenting Exact Improvements

A comprehensive demonstration gave an idea on how the future installation project would save CSS time and money. An estimation of the value that it would bring to Computer Salvage Specialists was documented.

By understanding exactly where the improvements could be made through the end to end business process – time, administration, workflow and accuracy – from when a customer picked up the phone to when an invoice was sent, could be radically improved by using SAP Waste & Recycling One.

Initially, this equated to great financial savings. Subsequently, these key performance indicators (KPI's) became deliverables for the project. This helped alleviate risk for CSS as the management team knew exactly where improvements would be made with the installation of SAP Waste & Recycling One. Furthermore, this created a baseline for future enhancements.

Project Highlights

• Key Challenges

- Provide comprehensive Customer & Supplier Management
- Streamline administration, effort and double handling of data
- Manage raw materials booked into stock & inventory valuation after reprocessing
- Manage by exception, not checking to ensure everything conforms

• Objectives

- Replace multiple point solutions with seamless end to end business process
- Embed robust process so easy to replicate through growth
- Ensure improvement KPI's are met and continuous improvement program started
- Implement comprehensive reporting to give exceptional Business Intelligence

• Implementation Best Practices

- Comprehensive Discovery Sessions
- “Value Engineered” for strong Return on Investment (RoI) understanding
- Deployment based on existing WEEE WR1 template
- Accelerated Implementation Project (AIP) Methodology
- Core workflow taken from SAP to manage new business processes

• Financial & Strategic Benefits

- 25% reduction in administration for staff
- A scalable solution with the ability to diversify through acquisition or growth
- Accurate Item Master Data & inventory levels increase profitability
- Total Software Investment Year 1
– Less than 1% of PA Turnover

• Why SAP Waste & Recycling One

- Integrated Weighbridge, Job/Order Scheduling, Automated Reporting, Customer Relationship Management (CRM), Inventory Management
- Management of Assets, Batch & Serial Tracking, Reprocessing & Mass Balance of Raw Materials

• Operational Benefits

- Consolidation & standardisation of IT infrastructure allow for easy growth
- Data integrity ensures informed decision making practices
- Standard platform, adaptability and flexibility ensures easy adoption of new technology for further efficiencies
- Workflow, actions and approvals aid operational efficiency, reporting and compliance

• KPI's

- Cut administration time per user, increase accuracy
 - Increase efficiency of customer management, ordering and scheduling
 - Manage inventory and sales of raw materials
 - Integrate statutory reporting standards according to legislation
 - Decrease time taken for work to bill, invoicing, accuracy and reconciliation processes
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Examination into the Return on Investment

The value of the project was quantified as the Return on Investment (RoI). For example, a financial improvement was to decrease staff administration time-manual entry of data, as a great deal was managed on spreadsheets.

The process of statutory reporting was also manual. Data was entered into spreadsheets in order to produce the report, whether a driver job instructions, Duty of Care or Environment Agency (EA) reporting.

These processes are a great area to gain speed and accuracy from SAP Waste & Recycling One as reports are generated automatically and embedded in the process.

So to quantify part of the financial RoI, CSS and ISB Global estimated how long it took to complete the administration process and compile the different types of reports.

This exercise proved there was a great deal to be saved in administration time, speeding up the entire processes.

There were also great benefits to be had in operations, speed and accuracy of weighing goods into stock and the valuation of reprocessed inventory. And new capabilities available to increase competitive advantage.

All these aspects were gauged in order to provide a compelling business case and the justification for the investment in SAP Waste & Recycling One.

Unsurpassed Platform for Growth

One of the reasons for investing in new software is because Computer Salvage Specialists are growing. Another site is due to open in Thatcham, facilitating double the capacity for reprocessing electronic waste.

One of the compelling benefits of SAP Waste & Recycling One, is the ability to scale operations using the same solution. This means adding another site, company or legal entity or totally new business that may not even be similar.

Due to the design of SAP, adding different functions is very easy. Components such as manufacturing, maintenance, rental or project management can be incorporated, while keeping core work flows and financial procedures the same across departments and companies. This ensures SAP has a lower total cost of ownership and can be scaled to meet the requirements of any growing business.



Future Proof to Allow for Easy Progress

Another very positive point for SAP Waste & Recycling One has a very stable “roadmap”. Security and comfort has been taken from knowing exactly what is planned in the next 3 years for minor and major releases. This also has an impact on the total cost of ownership due to advances in features incorporated into the product, ensuring it is unbeatable against its rivals.

Some improvements that Computer Salvage Specialists are keen on is drag and drop transport planning with route map displays. This will speed up planning, scheduling and execution of each job as well as delivering optimum capacity for route and vehicle.

Reprocessing & Inventory Control

The process of weighing in, receipting goods into stock and the time spent administering data in order to effectively track material through reprocessing to get raw material took a great deal of time.

The time now taken to administer this has at least halved, as it is now integrated from the job planning process, over the weighing platform where batch number or serial tracking can be added and goods receipted into stock.

Mass Balance reports are taken to give accurate valuations of raw materials in each zone or warehouse. Goods are now sold from this inventory in reverse over the weighbridge, (with automated financial transactions). In turn, this allows for accurate and automated reporting to the Environment Agency on goods reprocessed.

The Competition

Computer Salvage Specialists had already used an accounting application and specialist waste software application by a leading point solution vendor.



They wanted to approach the project by evaluating as many possible solutions, understanding the benefits and what type of functionality was on offer.

No other solution could effectively offer all the integrated functions, sound project implementation methods, training, long term security of the product and such a positive return on investment.

SAP Waste & Recycling One was decided on in the summer of 2011.



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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