

“We chose SAP Waste & Recycling One as it was the only integrated solution that could offer a Web Portal. We saw this as imperative in differentiating us and the competition, offering an extension to our service and drastically reducing administration work.”

Graeme Rose
Managing Director – 707 Resource Management



**Web Portal
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 customers, with minimum administrative intervention where possible.

707 Resource Management, who had previously built and managed several successful waste and recycling companies, decided that to differentiate their service from the competition they must utilise new technologies.

The new software technologies should provide the platform in which to leverage growth, increase efficiencies by automating many business processes and most vital of all, be an easy to use solution in which to provide an excellent level of customer service. This was seen as a key differentiator that would give an early and lucrative hold in the commoditised market of waste brokerage.

Customer Focus and Interaction

Having previously started and sold several waste and recycling companies 707 Resource Management knew that utilising new technologies to be able to differentiate their service would give them a competitive advantage.

Having met with ISB Global before and knowing the SAP Waste & Recycling One solution, 707 Resource Management understood the increase in efficiency an integrated business management software solution would give them.

The 707 Management Team had envisaged a number of enhancements to the Web Portal to give them some great benefits. This was also to be supported by the fully integrated SAP Waste & Recycling One Software.

The 707 Management Team wanted to be able to offer their customer a way to interact with the service. In turn this would create multiple touch points to the service, a more “common” goal with environmental objectives while giving the customer a degree of control. It would also alleviate some of the time consuming administration associated with traditional customer interaction in areas such as invoice query, service and transaction.



Increasing Automation, Decreasing Costs

The 707 Management Team wanted to utilise the internet to be able to increase the interaction with their customer. The SAP Waste & Recycling One Web Portal was seen as the ideal platform to be able to push information to the customer as well as draw the customer to the 707 Resource Management website.

Enhanced Customer Access & “Cloud” Solutions

Rather than offer an around the clock telephone service to the customer, dramatically increasing the cost to the business, 707 decided that they would push information to the customer via the web portal.

Due to the integrated nature of SAP Waste & Recycling One it is possible for the customer to have access to all manner of information. To change customer master data, such as name, address or site details. Financial or operational information such as monthly invoicing amount or collection completed or materials recycled report.

The Web Portal user interface can easily be designed to look exactly how the customer wants and to functional specification. Not only enhancing customer service but encouraging the use of the portal, control of their own waste and recycling operations. Decreasing the amount of administrative work for the internal team.

Streamlining Subcontractor Service

707 Resource Management also benefit from the interaction they can give to subcontractors. If needed subcontractors can get access the portal to check their Waste Orders, filtering on job priority and status. Accessing anywhere in the solution is incredibly easy due to the integrated nature of SAP Waste & Recycling One. Access is defined by the user according to the requirements and the type of stakeholder.

The management team also decided that they would post operational reports to the web portal such as Duty of Care and Consignment Notes. Not only can the statutory documentation be automated to post to the Web Portal it can be archived anywhere in the SAP Waste & Recycling One solution that the user defines, so it is easily accessible to the user.

Effortless for Employees

Due to the nature of the internet, user interfaces can be easily deployed and configured across different media. This can change the way staff interact with the SAP Waste & Recycling One solution. Interfaces can be deployed quickly and easily depending on the type of user and the task they need to complete. By altering the layout and sequence of the interface the user can have a screen workflow completely adapted to their needs.

There are a number of deployment options depending on the needs of the user. For example, a weighbridge user can operate a simplified Depot and Disposal Order Manager screen completing simple data entry tasks, using an offline system, remotely. A driver can sign off an electronic form at the weighbridge as Proof of Delivery. A sales person can demonstrate the benefits of using the portal directly to the customer. There are limitless configurations and possibilities, quickly and cost effectively deployed.



Mobile, 24/7 and on the Move

707 Resource Management required web portal access via hand held devices. The ability to retrieve, check and update customer and operational records in SAP Waste and Recycling One solution. To be able to complete any task the user required, book and change jobs, check on alerts and reports via iPhones or Laptops.

Once again, this aids in differentiating the service offered, allowing for a further unique selling proposition and real time, mobile intervention when required.

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.

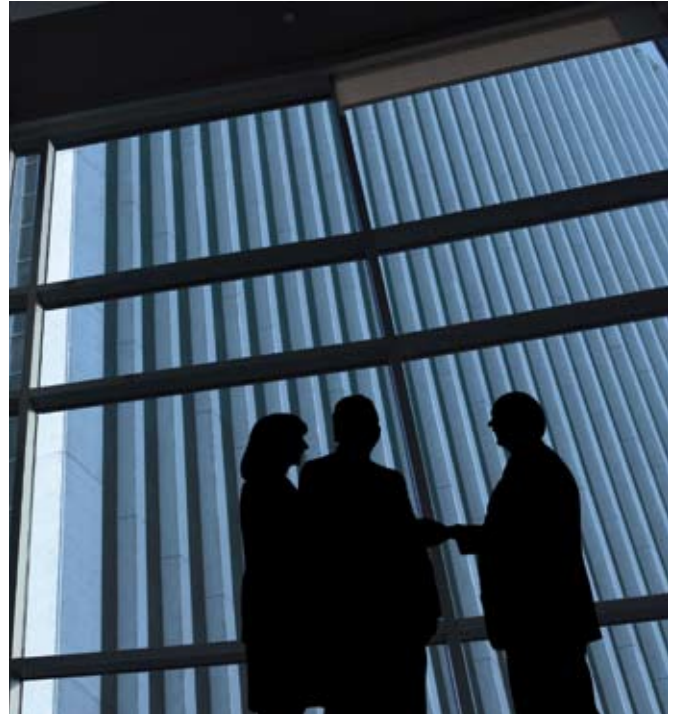
SAP Waste & Recycling One aids in the complex management of Customers and Suppliers, Job and Order Scheduling, Multiple Waste Classifications, Vehicle, Route Management and GPS Mapping, Weighbridge Integration, Telemetry, Service Delivery and Depot Management, Reporting and Compliance Management, Confirmation,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



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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