



**HTL**

Waste Management Services

**“We chose SAP Business One because it would help improve efficiencies within our operations, facilitate increased profitability, comply with legislation and provide us with the seamless ability to expand through organic growth or through acquisition.”**

**Peter Alexander**

Director – Hinkcroft Waste Recycling Limited

**BUSINESS™**

**SAP**

**PARTNER**

**Hinkcroft Success Story**



## The Situation

Hinkcroft is a group of waste, resource and recycling companies, established in 1977, making it one of the most well known in London. The business now comprises of several companies dealing with a multitude of resource streams and a diverse range of services that include dry recyclables, a variety of container, collection and disposal services, inner city transfer stations, WEEE, and Aggregate supply.

## The Issues – Manual Systems

Hinkcroft recognised that if they were going to continue to keep up with developments in legislation, drive business forward and continue to serve customers with maximum efficiency, they needed to change from their manual based systems.

Generally, these involved a number of paper based and spreadsheet systems, resulting in increased work effort. For example, accompanying job schedule Duty of Care documentation would be hand written through a number of stages and represent several different legal documents.

Accounts also had similar types of manual processes in place. The use of spreadsheets was widespread and the use of hard copy documents meant re-entering information in the accounts system, this resulted in further duplication of effort and could leave room for error.

Hinkcroft understood that these problems could result in a huge cost to the business - considerable time was spent on administration. Job and container tracking was made difficult, legal and accompanying documentation was nearly always a rekeying exercise and on occasion, customer service could be jeopardised.

## **The Solution – Automation, Integration and Compliance**

These situations did not help the business to grow, and had an affect on staff motivation – Hinkcroft decided to seek a solution. They had met with ISB Global at the RWM Exhibition and knew of SAP for Waste and Recycling, so they decided to explore the solution in more depth.

As SAP Waste and Recycling is an Enterprise Resource Planning (ERP) application built for small to midsize companies, it has its own integrated accounts and financial system, so invoices can be raised automatically. Job order management, scheduling and confirmation are also included so all data on a particular job is one database. Extracting information is made a great deal easier due to the use of Master Data and wealth of reports that are already included. Due to the structure, a query wizard makes ad-hoc reporting from the system very easy, allowing report writing with little technical knowledge. Tasks and rules are adhered to, as alerts and reminders can be set against a number of parameters and can be assigned to different staff.

## **The Benefits**

SAP Business One WR1 has given Hinkcroft the platform in which to grow and develop its business units. Providing the building blocks for a stable, controlled software environment has allowed for the scaling-up of the software to include other companies in the group.

## **A Full Project**

Working to PRINCE2 Project Management and SAP's Rapid Implementation Methodology gave a distinct advantage in delivering the project on time and on budget, while alleviating risk. Business Blueprints were used for each business unit, department and process, providing documentary evidence of each stage of the project. The Business Blueprints listed exactly what was to be designed and built, noting responsible team members, time frames for completion and the expected outcome. This presented a stage by stage plan of work, what and how it would be achieved. Hinkcroft management signed each part of the Business Blueprint off when they were completely happy with each proposed solution.



Subsequent stages of the project are to add further reporting capabilities across the range of Hinkcroft's business units. Currently, ISB Global's project team are working on advanced hand held functionality at the weighbridge including vehicle recognition and infrared scanning (IR) of tickets. A further acquisition has also just been completed in January 2009. Complex requirements for the operation of a quarry were quickly assimilated into SAP Business One WR1.

### SAP for Waste and Recycling

SAP for Waste and Recycling 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 is a full ERP system that 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.

It also comprises of Waste Order and Job Scheduling Management, Vehicle, Container, License Management, Weighbridge Integration, Fleet and Asset Management, Reporting and Business Intelligence, Multi-Waste Classifications, Handheld Integration, Online Orders, Fleet Tracking, Route Management.



ISB Global - Business & Systems Consultants

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