

EnviroWaste: Information ‘at a glance’ with iQ4bis



With iQ4bis, EnviroWaste, one of New Zealand’s leading waste management companies, now has far more timely management information across a wide spectrum of its operations. This has resulted in faster responses to customers, tighter management of costs and more detailed analysis of financial results. At the same time, EnviroWaste is using reports generated by iQ4bis to enhance their customer service initiatives and to win and maintain more customers. And they can generate these reports, using the latest KPIs (key performance indicators), with a few clicks of the mouse.

But it wasn’t always this easy. Before they implemented iQ4bis, they were having difficulty pulling actionable information out of their systems. They would spend hours and hours manually creating reports from out-of-date data. Clearly, they needed a better way.

BASIC REQUIREMENT

“Our management team had a very simple requirement,” says Earl Gasparich, Finance Director for EnviroWaste. “We – and our customers - wanted to be able to

see, at a glance, how much waste we were hauling away from individual customer sites, by both weight and volume, and the price we were being paid on a daily basis. We had plenty of data sitting in our various systems. We ran JD Edwards for our financials, RMS for our operational databases, Microsoft SQL Sever to store the information and Access for analysis and reporting. But with all of these resources, it was still a long, drawn out process to get the information we needed. Not only was it difficult to make informed decisions, but we couldn’t relay this basic yet all-important information to clients when requested.”

Gasparich, who had recently been recruited as EnviroWaste Finance Director, had been in similar positions in the past and knew what to do. “We organised a half-day meeting with the management team and identified the critical information that was required for operations, sales, finance, inventory, fleet management and planning,” he says. “We had some excellent reporting formats that we had developed over the years, but they were static and reflected last month’s numbers, not the current status. We wanted to be able to aggregate

REASONS FOR SELECTING iQ4bis

- Ease-of-use and streamlined training
- Optimised to work with Microsoft SQL Server
- Integration of Extract, Transform and Load (ETL) and analysis functions
- Proof of Concept (POC) and Rapid Improvement Methodology (RIM)

BUSINESS BENEFITS

- Empowers non-BI specialists to employ advanced BI tools
- Improves analysis of market dynamics for the introduction of new products
- Provides greater visibility to the extensive information in Frucor’s data warehouse
- Enables more informed decisions to be made in a more timely fashion

WHO USES iQ4bis IN ENVIROWASTE

- Chief executive & upper level management
- General managers of each division
- 25 branch managers
- Sales, finance and analysts

BENEFITS FOR ENVIROWASTE

- Provides competitive edge for winning new business
- Tighter control of costs
- Better decision-making due to more timely and accurate analysis of financial results
- Facilitates integration of new acquisitions into overall operations

KEY REASONS ENVIROWASTE SELECTED iQ4bis

- EnviroWaste required KPIs in timely and easy-to-access formats
- Ability to assimilate data from disparate systems into coherent whole
- Ease-of-use and low investment meant iQ4bis could be effective immediately
- Proven track record of cost-effective implementations
- Highly-regarded and technically-savvy BI consultants

ASSOCIATED PLATFORMS

- JD Edwards for financials
- RMS for enterprise resource planning
- Microsoft SQL Server

ENVIROWASTE iQ4bis PRODUCTS

- iQ4bis DataServer
- iQ4bis Analysis Web Viewer

"I'm a big fan of fast solutions. We had a very real requirement and iQ4bis was just the right package for our needs. I made a few phone calls, the team at iQ4bis had a quick look at our data and report formats and that was it. They gave us a proposal and we accepted. One of the advantages of iQ4bis is that it is extremely cost-effective. The upfront costs are manageable and we get an almost immediate payback. Given the results that we achieved compared to the outlays, it is a very low-risk proposition."

*Earl Gasparich
Finance Director for EnviroWaste*

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information up to the regional level and drill down into individual customers. And we didn't want to re-invent the wheel. We had all the data we could possibly want. We just lacked a mechanism to pull out the key metrics and display them in an easy-to-use manner."

To further complicate things, EnviroWaste was growing rapidly by acquiring regional waste management companies and incorporating their operations into the overall organisation. "So we were getting even more assets and clients to track as well as more data to process," continues Gasparich. "And the databases were in a variety of different formats. We really needed a way to normalise the information and display it a standardised manner."

THE iQ4bis ADVANTAGE

Enter iQ4bis. "I knew the people from iQ4bis through my earlier role at QualCare," continues Gasparich, "I'm a big fan of fast solutions. We had a very real requirement and iQ4bis was just the right package for our needs. I made a few phone calls, the team at iQ4bis had a quick look at our data and report formats and that was it. They gave us a proposal and we accepted."

"An advantage of iQ4bis is that it is extremely cost-effective. The upfront costs are manageable and we get an almost immediate payback. Given the results that we achieved compared to the outlays, it is a very low-risk proposition. In a few weeks we had the system up and running with the JDE data. The RMS data was a bit more complex, but iQ4bis had

that link running shortly thereafter. Our managers were getting exactly what they wanted to see."

Fast implementation is a hallmark for iQ4bis. "We have what we call the rapid implementation methodology," says Asj Smith, General Manager – APAC at iQ4bis. "We have pre-formatted templates for building the three-dimensional OLAP cubes that underlie our browser-based GUI. We were able to replicate EnviroWaste's existing reports so that managers didn't even have to adjust to new formats. Plus we set up 'views' customised for each class of user. Because we do this so often, it is second nature to us."

"The team from iQ4bis are amazing," notes Gasparich. "Manu Ikkala, one of their senior BI consultants, never says no. We ask him to do something different or add an enhancement and he does it quickly. In fact we have subscribed to the iQ4bis Professional Services Programme which provides four days a month of service work. Now that we have been using iQ4bis for a while, we have plans to incorporate the benefits into even more aspects of our business. This programme helps us budget for the initiatives and gives us a clear-cut roadmap for further developments."

CONCRETE BENEFITS

EnviroWaste is now using the information generated from iQ4bis across the company. "We have developed a model for fixed asset reporting as well as fleet management KPIs," says Gasparich, "and are in the process of enhancing capabilities around our customer reporting. We are also improving the front-end interfaces by adding a set of customised dashboards for the various user groups. Another advantage is that, as we acquire new companies as part of our growth plans, we can easily assimilate their information resources using iQ4bis DataServer. The ability to analyse this information in near-real time cannot be overestimated. And, finally, whenever we visit existing clients or approach prospects, we can give them up-to-date reports that show exactly what we can provide in respect to reporting back to them on their waste collection trends. This ability gives us a very real competitive edge in the marketplace as no other waste management company in the country has these capabilities."



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