

Intell OnDemand lets EnviroWaste's customers better manage their waste volumes



What sets EnviroWaste (a reputable environmental and waste management company with 50 years history and over 500 staff) apart from the competition is the attention they pay to their customers' needs.

As one of New Zealand's leading national waste management companies, EnviroWaste covers the full spectrum, from waste collection, consolidation and disposal, to the more technical areas of recycling and dealing with contaminated soils. With 36 sites nationwide stretching from Auckland's North Shore to Dunedin, their clients range from large, multi-branch corporations all the way down to a single residence with an EnviroWaste wheelie bin.

Increasingly what the larger companies need, says EnviroWaste's Finance Director, Earl Gasparich, is more accurate, timely and well-organised information about what they're throwing away.

These companies, says Gasparich, are increasingly focused on reducing waste, both for cost efficiency and to lessen their impact on the environment. IQ4bis Intell OnDemand system facilitates this.

Intell OnDemand is a new addition to the IQ4bis product range, and enables companies to give their clients access to a dashboard where they can view and analyse their own data and

generate timely, accurate reports. In EnviroWaste's case, the system provides key clients access to a complete and consolidated view of their own data to accurately track the waste they generate. They can view this in a broad sense and then drill down for detail, like how much waste each of their offices are generating, how much of that is being sent to landfill or recycled, and compare that against previous quarter or year, or other branches.

Gasparich says that this accessibility to information is becoming crucial to their larger corporate and government clients.

"These large corporations have sustainability requirements and in many cases a nominated sustainability manager, whose job it is to know what they're disposing of, where it's going and how it's being disposed of."

He says in the past, these managers were relying on static reports that very often raised as many questions as they answered.

"With the Intell OnDemand system, we can offer our clients direct access to this information, with the ability to drill down and ask and answer their own questions, when they want it, and without having to depend on IT.

He says giving his clients the ability to view standard reports and easily create their own dynamic reports puts the power back in their hands.

REASONS FOR SELECTING Intell OnDemand

- Easy to use, with almost no training required
- Works together with existing BI technology
- Overcomes traditional barriers associated with security and access for external users
- Proven track record of cost effective implementations

BUSINESS BENEFITS

- Reduce resource spent on reporting by as much as 50%
- Offload high cost customer reporting requirements to a centralised and automated process
- Meets and exceeds customer reporting requirement
- Gives sustainability managers more control
- Better client relationships by offering a more valuable service

"It gives us a competitive advantage."

"Now, the most current data will be available when our clients want it, which means with Intell OnDemand, we're actually helping our clients to do their jobs better."

Earl Gasparich
Finance Director for EnviroWaste

"It lets us offer our clients a fuller, more innovative and flexible service."

Steven Yates
National Key Account Manager

WHO USES Intell OnDemand

- EnviroWaste's external key customers
- Sustainability Managers
- EnviroWaste Account Managers

ASSOCIATED PLATFORMS

- JD Edwards for financials
- RMS for enterprise resource planning
- Microsoft SQL Server 2008

iQ4bis PRODUCTS IN ENVIROWASTE

- iQ4bis Dataserver
- iQ4bis Analysis
- Intell OnDemand
- ContextSpace Identity & Access Management

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"People in these organisations become more accountable, rather than asking us 'can you do this, can you do that'?"

"It means they can get right down into the information and identify areas for improvement in their own organisation. And then if they need to make changes, having the numbers there in black and white means it'll be easier to get buy-in from their staff."

The timeliness, he says is also a key advantage, with the sheer volume of information, coming from multiple, disparate systems, meant that customers could wait as long as 15 days to get static reports.

"Now, the most current data will be available when our clients want it, which means with Intell OnDemand, we're actually helping our clients to do their jobs better and justify their own existence within their organisation"

Intell OnDemand isn't just a valuable resource for EnviroWaste's clients. It's also a huge time-saver for the company.

"We have a resource that's responsible for putting together Excel reports for our key accounts, which currently take 12 business days, every month, not including all the reworking of reports when customers come back with more questions."

EnviroWaste expects to see a drop of at least 50% in the time they spend generating reports, which, says National Key Account Manager Steven Yates, means they can spend more time focusing on helping clients.

"We're all about providing tailor-made solutions by identifying opportunities for diversion or recycling, and having the flexibility to adapt to that market."

"It's understanding customer needs and looking beyond the system of just collecting a bin, to actually asking, "what is the waste you're producing?"

"Having this information at our finger tips means we can spend more time doing that."

It lets us offer our clients a fuller, more innovative and flexible service."

According to Gasparich, Intell OnDemand is also proving to be an effective sales tool for EnviroWaste.

"It gives us a competitive advantage. Our biggest customers are looking for greater amounts of reporting, and Intell OnDemand ticks the boxes – it's about cost savings, and visibility of information."



"We demonstrate this tool to potential clients as a point of difference. The feedback we've had so far is that being able to offer the kind of reporting you get with Intell OnDemand is the key to opening doors."

And an integral part of that reporting, he says, is in the simplicity, especially given the complexity of allowing external clients access to internal systems and data.

Yates says that with Intell OnDemand that was all "taken care of".

"With other systems it's a major palaver to get into. With this one, our clients just go to what is essentially their own log in screen, and it lets them view their own information."

"We can do that with Intell OnDemand because the system authenticates our clients in the cloud, linking them directly to the elements of our corporate data they have access to."

"With anything like this, security is crucial and normally you'd have to implement and manage a whole new security solution, which is less than ideal."

"But this way, our data stays safely behind our corporate firewall and as far as our client is concerned it's as seamless and easy as logging in to Facebook or Hotmail."

And once the client's into the data, the process of arranging and analysing it is simple.

"It's so intuitive to use that you really only need to show someone the basics and they'll be able to navigate through their data to pull up the reports that are really going to add to their work".

This simplicity, says Gasparich, also extends to the implementation of the Intell OnDemand system itself.

"Other tools take a long time to implement. The team at iQ4bis really understands our business needs – they get it quickly too. And it's good value – you're not paying an arm and a leg."

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