VERIS STRATEGIES
SUCCESS STORY

“After building the business to a respectable turnover in a short space of time Veris needed to change the waste software and accounting system they had inherited. There was really only one vendor that had a suitable waste broking solution, ISB Global with SAP, Waste & Recycling One. “

Simon Platt,
Managing Director, Veris Strategies
Project Highlights

Company Overview

Veris Strategies was launched in December 2014 offering a new generation of corporate sustainability solutions for business. Bringing together powerful operational strategies and inspiring communications to achieve smarter, faster results across the complete sustainability spectrum. For ambitious companies who share the belief that what is good for society and the environment can also be good for business.

As part of their strategic offering, Veris provide a completely new approach to waste management on a national scale, putting people and staff engagement strategies at the heart of their unique zero waste solutions.

Objectives

Veris Strategies had inherited separate legacy operations and accounting software applications. This had suited their needs to begin with, however, now order and subcontractor management was growing exponentially, accounting transactions more complex and Veris wanted to enhance their already very strong customer relationship techniques, so decided that they required new software.

Key areas to enable and unlock growth were automated scheduling of jobs, auditability of jobs, transparency of costs and profitability throughout operations and accounting. Easy identification of margins, real time profit and loss analytics, easy invoicing, advanced customer relationship management and service, easy, automated online reporting and analytics, which would aid in the interaction for customers.

Key objectives also included:

- Comprehensive job order management detailing line level profitability for customer charging, supplier payments, and if additional costs such as penalties were required
- Easy to use Customer Relationship Management and Service used to increase competitive advantage, enhance and drive customer service standards
- Transparent billing, invoicing and accounting processes, delivering trustworthy management information and clear insight into operations
- Eradicate manual processes - cost management, subcontractor management, and operations transactions to accounting transactions

Best Practice Implementation

SAP Waste & Recycling One’s key unique selling proposition is that mobile, web to operations to accounting is preintegrated, using one set of data and in one software application, the end to end process - quote to cash and banking, is maintained in one solution, hence the name SAP, Waste & Recycling One.
SAP, Waste & Recycling One suits waste broking environments incredibly well as it allows automation of process from operations to accounts, with ‘back to back’ sales and purchase ordering detailing cost and charging prices which give each work order’s profitability at line level.

SAP, Waste & Recycling One is one software solution, using one set of data so the speed and accuracy of the process is far greater – automated where possible. Alerting the user where the job doesn’t meet a set of criteria, rather than manually checking everything or worse, accounts pick something up that isn’t right, or waiting for the customer to complain.

The integration and automation of process SAP Waste & Recycling delivers, is particularly suited to waste services broking, where low value and high frequency jobs with a focus on customer service denote less administration is more profit.

The more business processes are automated throughout the end to end process, with trusted data housed in a set of rules, the quicker the job can be invoiced. For example, subcontractor’s and customer’s pricing is preconfigured and displayed against the job within an automatic planning routine, the quicker the job can be executed, invoice dispatched, charged and/or paid for. This is usually less than half the time versus manual or separate software applications.

With confidence in automated planning, scheduling, job management and execution, pricing, confirmation and billing, allows resources to focus on customer service with a specific set of relationship and service tools for waste broking within SAP, Waste & Recycling One.

Customer relationship management is deployed on mobile and web app, which includes tracking, complaints handling, subcontractor management and uploads, self-service, reporting and analytics portals. Easy to design, works on any device, always on and ready to use with an interface built specifically for the job and tailored to customer interface and workflow requirements.

**Strategic & Financial Benefits**

Easy administration, increase speed, accuracy and profitability through the entire end to end business process from enquiry, quote, planning, scheduling, operational job execution, confirmation, payments and charging, invoicing, accounting, banking, automated reporting and analytics.

Transparency of job costing, pricing administration, supplier costs, customer profit, additional items, penalties, purchase and sales order administration; planning, execution, delivery and materials management, quick easy extraction of data for profit, loss, recycling and revenue analytics.

Integrated and enhanced customer relationship and service management tools including, mobile, web portal, enquiry, lead, diary and pipeline management.
Customer services management, with level agreements, transferable activities, customer service activities, knowledge wiki, timing and handling queues. Real-time customer relationship and service management analytics, including easy and automated transferral of information online to customer portals.

Logical, intuitive, process driven and greater control of operations and accounting, which allows for comprehensive coverage of all business activities. Including a platform for growth to utilise mobile, web and Internet of Things (IoT) platforms to further enhance customer services delivering competitive advantage.

**Why ISB Global, SAP Business One and Waste & Recycling One?**

A vertically focused company with a fully integrated business management software portfolio, comprising of mobile, web, waste services broking operations, accounting, banking, analytics and reporting software.

A specialist industry solution, deployed across multiple waste, recycling and environmental sector businesses, with proven financial, operational, strategic and technical benefits delivering demonstrable and referenced enhancements for end to end business process.

Bi-modal software platform deployment and process coverage, provides mobile, web and Internet of Things (IoT) innovation and application integration layer. A specialist SAP certified operations platform for multiple waste logistics and recycling materials applications; specialist preintegrated and preconfigured SAP ERP for small to midsize companies, deployed on Amazon Web Services (AWS) cloud for infrastructure efficiencies.

Twelve years of established software and consulting services trade, specialising in waste logistics, recycling materials, private, public sector, transport, haulage, supply chain, recycling, reprocessing and refurbishing materials and assets in circular supply loops.

ISB Global work well with organisations that have similar goals and objectives in the sector: business efficiency and growth, utilising technology and innovation. Facilitating collaborative and transparent partnerships, mutually beneficial to all partners and stakeholders and of course working towards resource efficiency to help save the environment.

**Continuous Improvement**

Veris Strategies continue to enhance their solution portfolio and have utilised the SmartWorld suite of mobile and web applications to deliver further process efficiencies in customer service portals. They are also now starting to trial both SmartBins and a tailored app to manage on-site account management and customer account analytics.
Software Platforms
ISB Global deploys a suite of standalone or integrated software platforms, designed for maximum operational efficiency, full flexibility, ease and useability.

SmartWorld
A suite of pre-configured mobile and web applications, customer and supplier portal, transport planning, scheduling and logistics, customer relations, mobile task management, dashboard reporting and analytics. An agile development environment for quick and easy coding of applications, allows redesign of work flow and business processes to suit any user, any application, any device, any operating system, mobile 24/7.

Waste & Recycling One
A preconfigured suite of integrated functions specifically designed for waste logistics and recycling materials organisations focused on efficient business process, cost control, profitability, governance and compliance. Enquiry, quote, planning, scheduling, job order management, subcontractor management, weighbridge integration, reprocessing, inventory management and automated compliance reporting for multiple materials, certified globally.

SAP Business One
A preconfigured suite of administrative, financial management, accounting, purchasing, sales, customer service, supplier management, warehousing, distribution, manufacturing and suite of reporting and analytics tools. Robust, scalable, automated enterprise resource planning for small to midsize operations, supported globally.

Amazon Web Services
Cloud suite for infrastructure, platform, service and multi-functional applications, which offer total flexibility, scalability, administrative, maintenance, reporting, storage, database, analytics, development and Internet of Things (IoT) toolkits.
ISB Global Overview

ISB Global was established in 1998 and became an SAP Business One Value Added Reseller (VAR) in 2005. ISB Global is also an SAP Application Development Partner (ADP) with the certified and supported integrated industry add-on, Waste & Recycling One (WR1).

ISB Global also has significant experience in SAP implementations with major multinational companies in mid and downstream Oil & Gas in addition to the core business of installing SAP, Waste & Recycling One in companies that specialise in Waste Logistics, Materials Recycling and associated industries; including: Broking & Trading, Plastics, Electronics, Hazardous Materials, Industrial Services & Maintenance, Organics, Environmental, New Energy, Utilities and Bio Fuels.

As a certified software partner, SAP fully supports ISB Global and the Waste & Recycling One solution. SAP customers are able to benefit from a comprehensive support programme; including a customer web portal, free patch updates, free upgrades, knowledge forums, expert communities, online training and learning sessions, complimentary content, applications and white papers; as well as access to the largest business software company community in the world.