



Waste Management Integrated Solution Offering Better Control Over its Operation and Finance Activities by Tightly Integrating the Two Departments

The company is one of the largest privately owned liquid/solid waste treatment and disposal service provider in the UAE. It specializes in hazardous and non-hazardous waste collection, transportation, treatment and disposal of both liquid and solid waste materials.

The company's Operation department has around 80 drivers catering services to customers. The admin office does the activity of creating tasks in a standalone system and after the driver performs the task on-field and hands over the confirmation back, task is marked completed. It involves lot of manual effort in terms of gathering information from drivers and co-ordinating. Also, it is difficult for the admin to check driver's availability based on the task allocation done.

Further, on completion of task in standalone system, details are provided to Finance department in terms of physical DO copy to register a Shipment/DO in the accounting software. Based on all the DO's created finance department creates Invoice at month end. Due to large quantum of invoices to create, much of the effort goes into selecting the DO's based on which Invoice need to create.

The primary objective behind implementation of the solution was to integrate Field Work Force system with Accounting Software to combat and reduce the manual efforts going currently and to co-ordinate between the two.

Challenges

- Invoice generation process was cumbersome;
- DO creation process was manual based on copy send by Operations department to Finance;
- There was NO on-field system available with the driver where tasks to perform was maintained manually over physical documents;
- Lot of time was invested in coordinating with drivers on their task allocation and recording tasks after completion;
- There was no control over credit limit check as Operations where using a standalone system.

Solution

- We offered a complete solution package with tight integration between ERP & On Field Work Force System.

Solution

The client decided to implement the complete Syros ERP + Fleet Management for the following reasons:

- To increase customer satisfaction in terms of recording arrival time, departure time, Vehicle and taking customer signature, mobile number
- Reduce consumption of fuel by optimizing route navigation for drivers. Recording of odometer reading during sign in and sign out to check fuel efficiency via report showing comparison of planned km and actual km travelled
- To reduce manual efforts of the Finance department in terms of generating invoices and recording DO
- Transparency in terms of work done by the driver, Last GPS location activity

Below are the key aspects of the implemented solution for achieving the project objectives.

- Saving of time in creating DO entries in accounting software, considering 300 tasks are performed per day
- Reduced time in generating invoices at month end and taking print out to send to customers
- Auto email send to customer after each task completion by the driver on-field
- Task completion confirmation sent to finance on completion of activity by the driver. It creates a DO in Syros ERP with details about arrival time, departure time, vehicle number, customer signature, mobile number
- Tight Integration between the two systems to maintain Contract, Product, Customer, Employee details
- It gives restriction to driver in performing an activity if Customer Credit limit is over

OUTCOME

- Reduced workload of the Operations & Finance department which helps them now to cater more tasks per day with the same number of staff
- Improved efficiency in recording details of Waste Bins collected and sending the details to Finance department
- The professionalism approach in doing the activity and sending DO and Invoice to customers with correct details without any manual intervention

RETURN ON INVESTMENT

- Saving time of recording DO in Accounting system by almost 240 hours per month which is equal to 1 resource effort
- 80% automation in doing Operation and Finance activity
- Increased productivity by 50% of Operation staff in handling tasks per day. Now, with the same staff 50% more tasks can be managed
- Transparency to Customers in terms of Task Activity which creates a professional and long lasting impact
- Reduced time by almost 50% in generating invoices and sending email to Customers

About New Technology Systems (NTS)

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