

EFFICIENT DATA AND ORDER MANAGEMENT

THE BENEFITS OF INTEGRATED PROCESSES AND SATISFIED CUSTOMERS

Having access to the right information at the right time is critical in the waste disposal business – whether it involves trash collection or street cleaning. The SAP Waste and Recycling application can help you put the technology in place to reach this goal.

Better. More efficient. More flexible. The demands on waste disposal service providers are intensifying all the time. Increasing competition, greater cost pressures, more demanding customers, and changing statutory regulations mean that companies active in the waste disposal industry must be poised to respond. These companies have recognized that to be successful in this industry, they must have recourse to a finely tuned system of business relationships and smoothly functioning work processes. They also know that quality of service is just as important as price, but that high service quality can only be achieved if their business and technical master data is as reliable as their order processing operations.

Integrate Logistics Processes – Gain Customer Loyalty

The SAP Waste and Recycling application can help you make great strides toward achieving process efficiency and customer focus. The application's powerful functions give you a clear overview of the data you require – data that describes your customers, partners, contracts, products, and services – as well as information on waste containers and vehicles. The software helps you minimize administrative overhead and protect yourself from risks and miscalculations.

The integrated order management functionality of the application helps you manage your core business activities efficiently. You can collect, transport, and recover materials as well as provide cleaning

services effectively and cost-efficiently. The software provides an extra advantage by integrating with your financial accounting, controlling, and plant maintenance software. The software has proven itself in productive use time and time again. And it can be customized to your specific requirements.

Transparent, Fast, and Targeted Data

SAP technology differentiates between business and technical data in order to make your data retention as transparent and efficient as possible.

Business Master Data

Centralizing master data – for example, business partner data – greatly simplifies the administration of your software and provides you with completely consistent data for your other activities, including order management, billing, and sales and distribution. You can manage the data for all the people, corporate bodies, and companies that your enterprise deals with on a daily basis. The software lets you assign any number of contract accounts to one business partner. You can then save all payment transaction data to the applicable contract account and enter and manage individual payment methods, conditions, and information on dunning procedures. You can assign quotations and contracts to both standard products and custom products. Either standard prices or individually agreed-on prices can likewise be applied.



Technical Master Data

When your employees collect trash, transport bulky waste, or clean streets or premises, they are carrying out complex services that have to be professionally coordinated and expertly executed. The technical information needed by individual teams and drivers should therefore be in a clear format for ready comprehension. Because SAP Waste and Recycling maps all team activities in the technical master data, the technical information clearly reflects employees' tasks. This renders the information meaningful to employees and easier to understand. For example, the property or service address is the location where the service is to be provided – it might be the location of a trash container or a section of street that has to be cleaned. The route is a region-specific summary of the containers and cleaning objects to be collected within a specified time period. Daily capacity refers to volume and weight, which you can specify for different service types, such as trash container collection or bulky waste.

If you need to specify other information, SAP Waste and Recycling lets you configure additional input fields. Although the software differentiates between technical data and business data, they are nevertheless closely integrated within the software.

Optimal Customer Service with Efficient Order Management

The order management functionality in SAP Waste and Recycling supports you in successfully executing your services. Because this functionality is based on maximum data consistency – the cornerstone of business and technical master data management in SAP software – you can be sure of processing all your waste disposal orders quickly and effectively.

The software support for order management helps you:

- Execute the entire trash container collection service, including dropping off, collecting, and changing containers
- Manage the emptying of containers
- Create and execute requests to handle bulky waste
- Execute cleaning services and winter services
- Provide a range of other waste disposal services

The SAP software helps you use your capacity and resources efficiently by automatically creating, changing, displaying, and deleting waste disposal requests. This is particularly useful in mass processing, as you simply define when you want orders to be generated and output, and the software

does the rest. Of course, you also have the option to manually process waste disposal orders.

SAP Waste and Recycling is extremely useful when it comes to planning and scheduling orders. The software displays the staff and vehicles that are available. You can shuffle them as required to meet rescheduling demands. When you assign individual order items to a specific route, a specific vehicle and staff member is automatically assigned as well. After an order is completed, you confirm the service, quantity flow, and controlling data in the software. You then have instant access to all the data required for service-based billing.

Order Management – More Than Just Order Processing

Order management with SAP Waste and Recycling goes far beyond mere order processing. You can use the fully integrated solution to create a process chain with lean workflows. The following are just a few examples of what you can expect to accomplish with the software. Fleet Management and Plant Maintenance The fleet management functionality allows you to manage your collection and cleaning vehicles, and to incorporate messages and maintenance requests into your vehicle

resource planning process. Messages entered into the software using the plant maintenance functionality are processed in real time, so that you can see right away which vehicles are available.

Human Capital Management

SAP Waste and Recycling integrates tightly with the SAP ERP Human Capital Management solution in the area of workforce planning. For example, if certain employees are on holiday on a day when you need them, you may use the software to schedule other employees with similar qualifications.

Integrated Container Management

You always know which containers are available to you and your customers and where they are. Inventory and maintenance have not been forgotten, either. Every container has an ID that you can view and process at any time within the order management functionality.

Integrated Cost Accounting and Performance Analysis

If you want to know how profitable individual routes or specific customers are for your enterprise, the order management function in SAP Waste and Recycling can give you this information quickly and directly. The integration with controlling functionality and profitability and cost analysis tools means that your data can be used to generate comprehensive reports.

Invoice Creation

Because SAP Waste and Recycling is integrated with standard sales and distribution functions within the SAP ERP application, you can automatically generate an invoice based on confirmed services once a waste disposal order is confirmed.

Interaction Center – Central Processing of Customer Requests

The interaction center functionality in SAP Waste and Recycling offers you a way of speedily processing customer queries via telephone, e-mail, letter, or fax. Because the software is process oriented, it can be readily customized to reflect your process structures.

With support from the interaction center, the processing times for telephone queries can be significantly reduced, as the master data and customer history are directly accessible and allow you to drill down to detailed information in specific areas. Information on bills and drop-off and collection times is instantly available, and dates and deadlines can be quickly created or changed, if required. These improvements in quality and customer service efficiency are a decisive win for your enterprise, which is directly reflected in your customer satisfaction ratings.



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Find Out More

Want to learn more about waste and recycling applications from SAP? Just get in touch with your SAP contact person or visit us online at www.sap.com.

Summary

The SAP Waste and Recycling application gives you comprehensive, fully integrated software for managing your waste disposal business. This world-class product – a culmination of many years of experience gained in projects with waste disposal companies all over the world – can help you put the technology in place to make your business more efficient and more flexible.

Business Challenges

- Provide optimal service
- Increase customer satisfaction
- Increase competitive advantage by making business processes transparent
- Access important enterprise information rapidly

Key Features

- **Master data management** – Have the right information at the right time in the right place
- **Order management** – Access transparent, fast, and targeted data
- **Interaction center** – Gain a central point of entry for all customer management activities

Business Benefit

- **Enhanced customer satisfaction** by providing individualized services combined with fast, reliable order execution
- **Optimized services** with efficient data management, targeted processes, and faster work activities
- **Fast return on investment** thanks to lean, efficient, low-resource structures
- **More transparent business processes** through centralized bundling of information from the various business segments

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More Information

For more information about waste and recycling applications from SAP and what opportunities the software offers your enterprise, get in touch with your SAP contact person or visit us online at www.sap.com.

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