



AMCS Customer Case Study: B&M Waste Services

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Advanced order processing and automated invoicing in the cloud are key to improving business efficiency and supporting organic growth plans at B&M Waste Services. The speed and accuracy of real-time data make a move to the cloud the easy choice.

A little about B&M Waste Services

B&M Waste Services has been in the waste management business for over 65 years. With over 200 employees and multiple bin collection locations, they provide innovative waste solutions with a focus on recycling to businesses across the UK. Their cost-saving solutions to the requirements of trade waste contribute to helping companies meet their environmental and operational targets more efficiently and effectively. The waste management services that B&M provides cover a wide range of services, from simple trade waste collection to total waste management solutions with segregation and recycling on-site at the customer's premises.

According to B&M's Finance Director Grahame Henderson, the company's recent ERP system upgrade from an on-premises solution to the AMCS Cloud-based Platform for their enterprise system is exactly the kind of technological solution that will allow them to meet their customers' needs in the most efficient way possible as the company continues to grow.

Flexible scalability provides solid support for growth

Henderson says, "We recently expanded our already large service area with two new locations, and we are looking toward more growth on the horizon. It was time for us to think about moving to a solution that would be easier, cheaper, and faster to scale than investing in more hardware." A reliable cloud-based solution provides much more flexibility and easy scalability, and that makes it a solid foundation for a business that is expanding and evolving.

Loads of on-premises hardware can easily become a heavy weight that can keep a company from moving forward, especially if there are multiple pieced-together legacy systems to contend with. B&M had already been using AMCS Enterprise Management on-premises for several years prior to their decision to upgrade and migrate to the cloud, so the only issue was whether to invest in more software to accommodate the continued growth of the business.

Advantages of cloud-based versus on-premises

B&M's decision to migrate their enterprise system was based on two key factors: one, upgrading the system to include the latest functionality to add more efficiency to their expanding workflows, and two, increasing the flexibility to make it more future proof. The AMCS Cloud-based Platform provided the answer to both these things.

According to Andrew Waland, IT Manager for B&M, migrating the enterprise system to the cloud provides them with a variety of advantages over working with multiple servers on site:

Flexibility and scalability without adding more hardware

A cloud-based enterprise system made the most sense to help facilitate their expansion plans because it would allow more flexibility and scalability, as well as bringing more mobile solutions to the business. "We gained back a lot of server capacity," Waland says. "The transition to the cloud freed up a total of seven on-premises servers."

Business continuity and disaster recovery

Scalability was a major factor, but another important selling point for Waland in choosing the cloud solution was the mitigation of risks to business continuity. Disaster recovery protection provided by a reliable cloud-based solution is both less risky and less hassle than the cumbersome process of performing and storing regular system backups on site.

Testing environments

The cloud environment allows Waland and his team to run tests on a dummy system with identical settings and functions. This identical testing environment means the actual results are visible in real time, but without the risk of creating unintentional changes and errors in the company's working system or slowing down operational performance. The speed is a huge advantage, according to Waland. Because the system runs in the cloud, the testing environment can be set up in a matter of minutes rather than hours.

Faster support

The speed of system access is also a big advantage when it comes to support, says Waland. Direct accessibility makes it easy for the AMCS support team to quickly test and patch solutions to specific requests and issues immediately rather than having to wait for batches to run overnight.

Benefits of a Cloud-based Platform

- ▶ Flexible scalability
- ▶ No need for (continued) investing in hardware
- ▶ Continuous upgrades to the latest cutting-edge software functionality
- ▶ Reliable solutions for business continuity and disaster recovery
- ▶ Quick access to identical parallel environments for testing
- ▶ Faster support and problem resolution



Game-changing solutions and cutting-edge functionality for waste management systems

Alleviating the need to continue investing in more hardware was a big factor for B&M, but more importantly, moving to the AMCS Cloud-based Platform also provided them with the latest, most advanced solutions to improve the efficiency of their workflows. This positive impact on efficiency means a significant reduction in the time it takes to complete mundane tasks, which frees up IT-personnel to work on more value-adding activities.

According to Waland, the industry-specific solutions for waste management within the AMCS enterprise system have been a game-changer.

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The ability to collect weight data directly from the trucks and enabling drivers to use mobile tablets, for example, have brought measurable improvements to the efficiency and accuracy of B&M's entire order process from planning to invoicing. Accurate weighing has already saved the company "massive amounts" in reducing the number of overweight collections, according to Waland. It has also generated savings by eliminating the need to key in weights manually and by giving the company more options for differentiating its customer pricing by weight.

The cutting-edge upgrades of these functions that are available in the cloud mean the weight data is available in real time. Collecting and charging by weight is instantaneous. The Subcontractor module for the AMCS Cloud-based Platform makes highly advanced invoicing possible by performing bulk invoicing and automated matching, which means it can deliver even more efficiency gains for B&M's core business. "When weight data comes in from a subcontractor, the orders can be immediately matched and invoiced. We can save a lot of time and ensure that our billing is always accurate by automating that process," says Henderson.

There are also other functionalities on the Cloud-based Platform that are providing time-saving improvements in customer service. The online Customer Portal allows customers to easily place orders and make payments directly, and they have access to environmental reporting that they can download if needed. Something B&M is also pleased with is the real-time telemetry data right down to the driver. "Potential issues can be picked up and dealt with before they become a real problem," says Waland.

Why B&M believes in partnership

One of the reasons B&M are happy to work with AMCS enterprise solutions is the fact that there is a constant push to develop new industry-specific functionality and continuously improve workflows for the customer. "We love to see that they are always pushing it a bit further and constantly making new things available," says Waland. The capabilities for data warehousing and a suite of reports are proving to be very useful for the business in terms of supporting the company's organic growth. The browser-based web UI currently being developed is something Waland and his team are excited about adding to their system. "As soon as all the screens are ready, that's where we will be moving. We can't wait!" says Waland.

"It means something to us that AMCS prides itself on being a serious business partner for their clients and talking with us about new developments, so we are more than happy to participate in that relationship," says Waland. "We have always been an early adopter and AMCS is continuously adding to and improving their Enterprise Platform. Our being involved in that is a real win situation for us. We have a lot of larger customers that demand high levels of speed and convenience in ordering and invoicing and sophisticated reporting, so working closely with AMCS allows us to share our ideas for how to improve the customer experience for them."

Waland adds, "We also get a close-up view of improvements and new functionality in the pipeline. In return, we are happy to help beta-test new developments. It's nice to be invited and we feel like a valued customer. Right now, for example, we are testing the technical operations manuals for the online academy to teach users how to use the system." Of course, there have been hiccups and budget strains, and they sometimes wish the developments they want could be available faster, Waland admits. "But overall, I would say the relationship is certainly a positive one for both parties."

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