

Efficient Disposition and Fleet Utilization

For a good connection between SAP and the vehicle fleet

Waste disposal and recycling companies have to face high expectations from customer's side. Apart from first-class service the strict observance of appointments is demanded. For that reason waste and recycling companies have to work effectively and efficiently. It is indispensable to control costs, routes and the fleet utilization, in order to increase the own profitability. Tasks and routes must be planned efficiently, vehicles have to be controlled effectively and a contemporary communication between vehicles and back office must be guaranteed, in order to achieve the business objectives. Even the German company SITA Deutschland GmbH has to face these challenges every day. As one of the biggest waste disposal companies in Germany, SITA relies on a solution leading to an improved cost control and customer service. SAP® Mobile Order Management by PROLOGA allows a paper reduced order processing and optimizes the cooperation between driver, dispatcher, garage, distribution and customer.

SITA Deutschland GmbH headquartered in Cologne is the fourth largest private waste disposal company in Germany. The subsidiary of the French environmental service provider SUEZ Environnement employs more than 2.400 people all over Germany and achieves sales of approximately 539 Million Euros. As a complete service provider in the fields of collection, transport, recycling and exploitation of waste, SITA advises customers on waste management issues throughout the country. SITA Deutschland has a strong regional focus with many locations in Germany and also benefits from the international network and global expertise of its parent company.

The services of SITA contribute to the protection of resources and climate. Using flexible solutions customers can maximize the value of their services. Normally, the planning landscape in the waste sector is very rigid, but implementing the SAP® Waste and Recycling enhancement SAP® Mobile Order Management helps to make the planning more flexible. The solution developed by PROLOGA GmbH allows a proper and accurate communication between the SAP system and the installed board computer systems in the vehicles of the SITA fleet.

The solution supports waste disposal companies in processing and analyzing logistical processes, in order to improve the utilization of the vehicle fleet. With the help of the enhancement the waste disposal company is able to integrate its own fleet into the back office solution SAP® Waste and Recycling. As an IT-based support for the administration of routes and districts, the communication with spread fleets and teams as well as the compliance with legal regulations provide a company-wide transparency and control, that leads to a more efficient way to work and a better cost control.

In August 2013 SITA Deutschland started the implementation of SAP® Mobile Order Management. First, the on board computer solution (OBC) was implemented in Fulda. The observance of the narrow four month introduction timeframe finally opened the door for the rollout at other locations of SITA Deutschland. Today, all vehicles of the fleet are connected to the system. "Thanks to the great cooperation and the clear coordination between PROLOGA and SITA we could implement the solution in a pilot project completely on time", says Martin Hallbach, managing director of the SITA Fleet Management GmbH.

More efficiency and transparency especially in the disposition

Using SAP® Mobile Order Management opens up new opportunities for SITA Deutschland regarding cost control, controlling and optimization. The on board computer solution allows the collective, direct transfer and storage of all relevant data with regard to a waste disposal order such as driver, vehicle, container data, container location, service date, customer data as well as advices for the crew in the vehicles. With the help of the software the results of the finished waste disposal orders can be seen in the SAP system immediately. For that reason, individual weighing of containers or unusual occurrences during the service process can be further processed and accounted directly. According to Hallbach the usage of the on board computer software means a notable change for less technophile drivers. “The biggest benefits of the solution can be recognized in the disposition. But we do not use the additional transparency to control our drivers. The main objective is to control and optimize our utilization and to strengthen our communication.” Even drivers who have been working for many years, got used to the new technique very fast. Now they do not have to collect data by handwriting anymore and are glad about the resulting benefits. “We were able to minimize transmission errors. In addition to the order data transfer the central office is able to communicate directly with the driver by short messages. Routes can also be changed or adapted after the tour has already started.

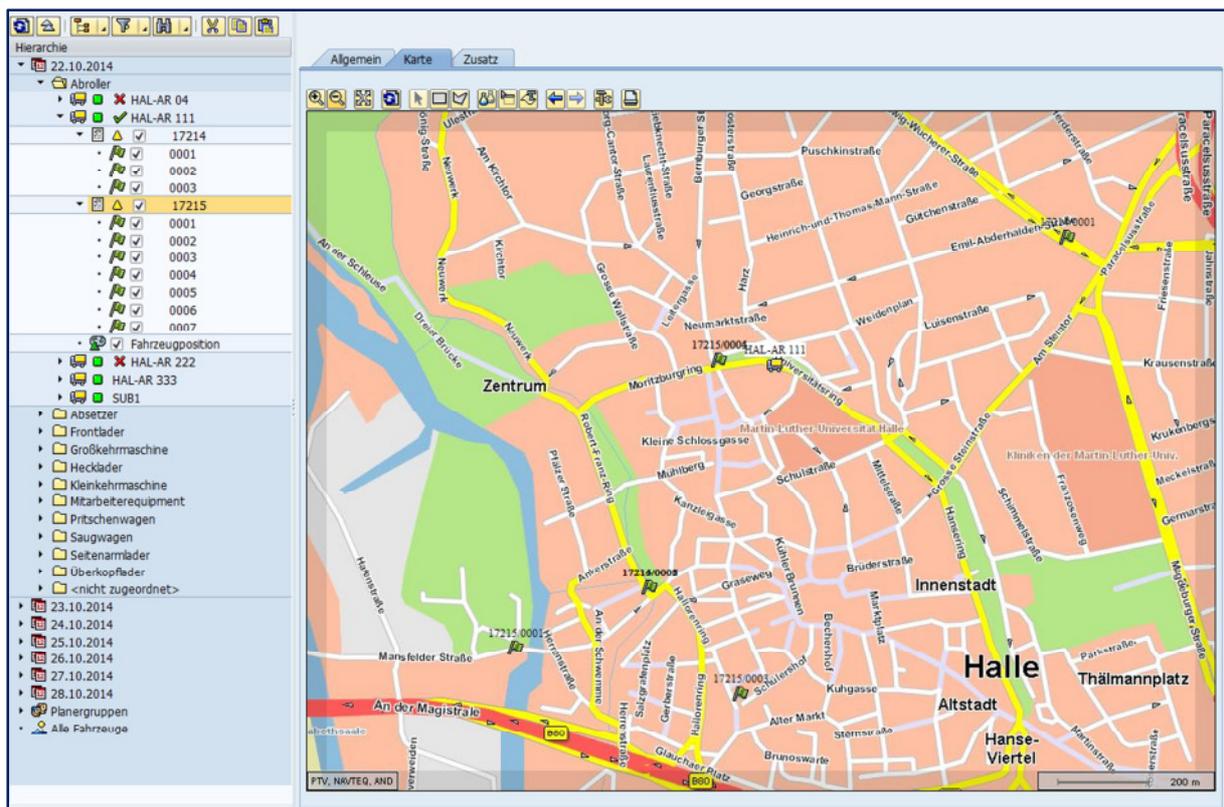


Figure 1: Example Screen - Tour planning

Additionally, the mutual communication between driver and back office will provide benefits in the field of complaint management”, Hallbach points out. From now on customers are able to ask the service center for current information about emptying data at any time.

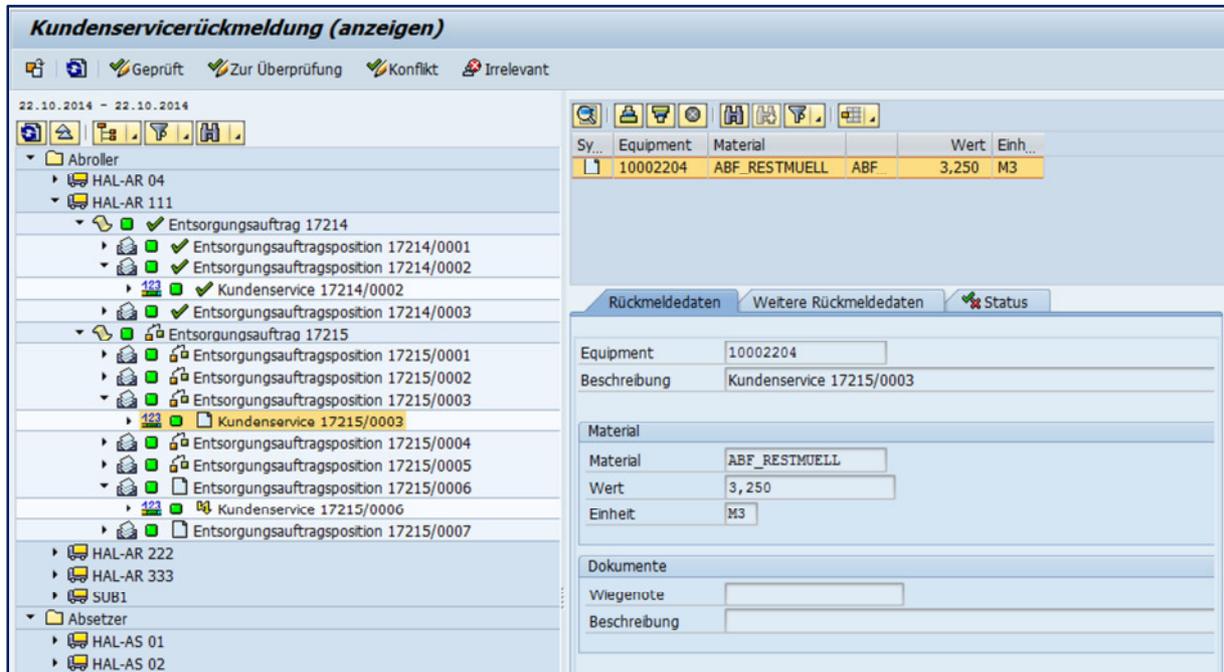


Figure 2: Example Screen - Order Confirmation

Besides about 280 drivers, 30 dispatchers shall actively work with the solution after the rollout has been completed. Sales representatives can also take a look into the operative route planning, which provides additional transparency. These new opportunities shall contribute to an improved service quality and customer satisfaction.

An investment in the future

The waste disposal company benefits in several ways from introducing the new software solution. By using SAP® Mobile Order Management the dispatchers achieve an additional and immediate transparency. Furthermore processes can be streamlined and the manual effort as well as the corresponding inaccuracies can be reduced. The solution also allows comprehensive analyses and provides the basis for reliable decisions in real time. The automatically captured data can be used by many sections of the company, even by those, that do not have direct contact to the software: from the accounts receivable department on to human resources, for the comparison of planned/actual data to the optimization of processes and strategies. Converting its processes and introducing the new solution is an investment in the future for SITA Deutschland. Thus the company will continue to work on a service- and client-oriented basis, to improve the use of resources and to control the own fleet more efficiently.



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