

Case study:  
Shanks Waste  
Management



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Barry Hazel, Senior IT Project Manager, Shanks Waste Management

## Overview

Shanks Waste Management is part of Shanks Group plc, one of Europe's leading waste management companies, serving customers in the UK, Belgium and Holland.

The company first implemented Agresso Business World in 2003, choosing the system because of its flexibility and cost-effectiveness. The implementation included the following modules: general ledger; payable receivables; purchasing; bank reconciliation; and sales order processing. The choice of Agresso has helped the company adapt to a period of huge organisational and business changes.

Following a strategic review in 2003, Shanks decided to focus its UK operations on the emerging market for long-term municipal waste contracts using new technologies, and on the recycling of non-hazardous industrial and commercial waste.

By adapting to these market changes and increasing focus on green issues, the company has moved away from landfill operations towards recycling and waste management. This includes the sale of its Chemical Services and Landfill divisions, as part of an initiative to focus on Materials Recycling & Major PFIs.

Shanks now offers a wide and innovative range of waste management solutions within its various collection, transport, recycling, treatment and disposal services.

In 2007, the company decided to upgrade to the latest version of Agresso in order to improve the integration between Agresso and Shanks' main operational system, and therefore streamline its end-to-end business processes. This project is coupled with a database move from Oracle to SQLServer aimed at achieving further cost reductions. The company is also keen to implement some of the enhanced functionality that comes with Agresso 5.5 such as workflow and web portal self-service.

## The Need

Barry Hazel, Senior IT Project Manager for the company, says Shanks Waste Management needs a financials system that can be tightly integrated with operational systems, and that is flexible and easy to use. Agresso is the perfect match.

He says: “Our company has really changed direction in the past four or five years, moving away from landfill towards recovery and recycling. Agresso has helped us adapt to those changes. Now we are upgrading as a way of future-proofing ourselves.”

Phase 1 of the upgrade, described by Barry as more of a reimplementation of the Agresso suite, included a move to version 5.5 of the business software suite and the integration with operational systems. Phase 2 is set to include extending the system with additional modules such as contracts and payments over the web.



**shanks. waste solutions.**

# The Benefit

Shanks Waste Management cites the following benefits from using Agresso:

## 1. Cost-effectiveness

Up until 2003, Shanks Waste Management had been running an implementation of Oracle Financials. This system needed to be replaced or upgraded. Staying with Oracle was deemed to be too expensive, however, and the company looked for a more cost-effective option. Barry Hazel, Senior IT Project Manager for the company, says: "The Oracle route was simply too expensive. We investigated the options and identified Agresso as the right choice. It was a much more cost-effective option and offered flexibility at the right price."

## 2. Ease of use

Ease of use is one of the most important benefits for Shanks Waste Management. Using the Agresso browser enquiry product, users are easily able to access important management information without extensive training. Barry Hazel says: "The majority of our users, including those who don't have high computer literacy, are still able to undertake *ad-hoc* enquiries without the need for technical assistance or expertise. Month end reporting is available through a tool available on the PC desktop."

## 3. Flexibility

As a waste management company, Shanks works closely with a range of organisations in the public and private sectors. This frequently involves complex contractual arrangements, and the financials systems need to be flexible enough to cope. Barry says: "As an organisation, we are doing a lot of work with Private Finance Initiatives and joint ventures with local authorities. Agresso is flexible enough to cope with the legal and reporting requirements of these kinds of arrangements."

## 4. Integration

The reimplementation of Agresso will deliver a much tighter integration between the operational and financials systems.

Barry Hazel says: "We are integrating our operational systems much more tightly with the Agresso financials systems. This will reduce invoicing cycles and enhance query resolution. We are in a high volume business, where there is potential for a lot of queries and we really needed to improve the way we handle that side of things. In future, when a query

comes in it will be logged in the operational systems and will automatically update the Agresso systems. We will be able to handle query resolution much more professionally and quickly."

## 5. Reporting

The Agresso suite makes it easy for users to manipulate data and use it for general reporting. Barry Hazel says the tight integration with Excel is a huge benefit, as it streamlines processes and gives business decision-makers easy access to the information they need.

## 6. Future-proofing

Shanks Waste Management has adapted its business to prepare for the future. It wanted a financials system that would also stand the test of time. Barry Hazel says: "We have made a lot of changes to our business that will take us forward for the next decade or more. We wanted to implement a financials system that was also future-proofed, that would stand us in good stead for many years to come. We feel we have that with our reimplementation of Agresso."

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Barry Hazel, Senior IT Project Manager, Shanks Waste Management

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## The ERP Market's *Definition* of Agility

Agresso has labelled a horizontal layer across multiple vertical markets as 'Businesses Living IN Change' or in short "BLINC™" – a segment that is characterised by organisations that are experiencing almost frenetic levels of dynamic business change. This is particularly apparent in the services sector, in both the public and commercial world, where Agresso has traditionally strong worldwide presence built up over the last 15 years. Agresso's post-implementation agility capabilities have been the differentiating factor for the 2600 'BLINC' organisations that comprise our customer base.

Today, Agresso's unique underpinning architecture is being enjoyed by thousands of BLINC businesses, with over 1,500,000 worldwide users, through hundreds of mergers, reorganisations, consolidations, etc. The company is focused on correcting the CXO's longstanding and expensive "re-architect-or-die" assumptions promoted by the ERP leaders, whose lack of post-installation agility is cutting deep into corporate margins. **Agresso is ERP...with no Expiry Date™.**

**For more information, please visit [www.agresso.com](http://www.agresso.com)**

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