

Republic Services



Challenges

- ❑ Business Intelligence was not part of culture
- ❑ Change management and cross-functional teams needed at every level to instill performance management criteria into all operational processes.
- ❑ Need to improve reliance on technology for competitive advantage.
- ❑ Lacking ability to manage costs and manage operations due to inaccurate/unavailable access to enterprise data.

Business Background

- ❑ Multi-state, leading provider of waste and environmental services with 400 hauling companies in 40 states and Puerto Rico, operates 242 transfer stations, 213 solid waste landfills and 78 recycling facilities
- ❑ Expanding current ERP system and reporting to embrace Business Intelligence capabilities

Results

- ❑ Delivered BI Roadmap and initiated culture change as part of change management objectives
- ❑ Reports delivered quickly with never before available information for faster more accurate decision capability
- ❑ Divisions quickly embracing BI as key to driving excellence