Quinnox helps improve operational efficiencies by **standardizing** and **strengthening the Bale pickup process**

Client Overview

The leading provider of comprehensive waste management services in North America, with services that range from collection and disposal to recycling and renewable energy generation.
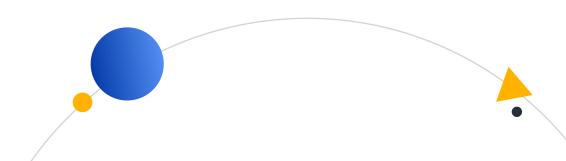
Business Need

Client required to digitize their Bale business, provide real-time visibility, eradicate inaccuracy n collecting Bale information and reduce the possible financial losses from the leaks.

Some of the key challenges that the customer faced include:

• Lack of visibility & tracking for internal operations
• Inconsistent Bale information from Suppliers/Customers
• Inaccurate payments & receivables as there was verification mechanism
• Manual process & lack of automation in reconciliation

Solution

Quinnox deployed a globally distributed team that leveraged Agile processes to implement the solution.

Key features of the solution:

- Ability to assign work to the drivers and thereby fixing the responsibility
- Better communication between client's Recycling team, Customers & Suppliers
- Enhanced reporting through standardized report and summary screens
- Standardized and Flexible way to setup & manage each vendor store
- Ability to add/update new information from desktop from corporate office
- Mobile app for the driver to see & track assignments for the day(s) using mobile interface
- Delivery Model: Globally distributed team using Agile processes
- Automated monthly data refresh from backend systems

Business Benefits

- Enhanced customer experience and satisfaction by providing mobile features aimed to deepen customer engagement
- Standardized and strengthened the Bale pickup process
- Enabled suppliers to schedule work up to 25% faster
- Increased and enhanced communication between client business users and suppliers/customers
- Reporting capability for all activities, pending activities, incidents

About Quinnox

Quinnox is your agile, business-results-driven digital technology partner. With the power of human and applied intelligence, we simplify business processes, improve customer experiences, and create exceptional business value for forward-thinking enterprises. With the combination of cognitive solutions, conversational platforms, SaaS solutions, human and applied intelligence, we capitalize on new technologies to accelerate growth, innovation, efficiency, and resilience. Our data-driven digital solutions unlock the hidden potential of your business across your digital value chain, helping to accelerate success, today and tomorrow.

Visit us at **www.quinnox.com** | ✉ **marketing@quinnox.com**