

CASE STUDY



OVERVIEW

Within a fast paced waste management company keeping track of operational and sales performance is vital for growth.

But having data stuck in systems that were difficult to extract from and hard to report on meant key decisions were delayed and opportunities missed.

With this in mind, Sontai worked with both operations and sales teams to provide a set of automated reports showing the key metrics and information pulling directly from their systems and databases, without any manual intervention, allowing decision making to happen much faster across the organisation, helping drive efficiencies and sales growth.



Sontai built up an understanding of our business with impressive speed and delivered against our requirements, proving to be insightful and responsive throughout the requirement setting, build, training and support phases. I would highly recommend.



Andrew Baker
Head of Commercial
Finance
The NWH Group

APPROACH

Understanding the requirements Through key stakeholder engagement and workshops with end users.

Wireframe Design Creation of wireframe designs for all reports helped the business understand what they would be getting and how it would fit their needs.

Reporting Build All data sources connected and greed report designs built in Power BI leveraging both desktop and mobile capability.

Training & Adoption Multiple training sessions delivered across the business, written and video documentation produced.

RESULTS



16 Day report lag time eliminated.



Improved customer account management



Increase in data decision making across departments



Integration across multiple business systems

CONCLUSION

Collecting data is only the first step in driving efficiencies and growth in any organisation. The NWH Group have a lot of data from all areas of their business, but with slow processing and data stored in silo's the reactiveness of the data had gone and the opportunities with them.

By automating the processing and merging of data from across multiples systems, the sales and operational teams were able to visualise the business in new ways, unlocking previously unseen value that was hidden in their data.