



Resultant



**REPUBLIC
SERVICES**

Republic Services Finds Smarter Waste Management Solutions from Business Intelligence

Republic Services is a multi-state leading provider of waste and environmental services headquartered in Phoenix, Arizona. They operate 356 collection operations in 41 states and Puerto Rico, 239 transfer stations, 198 solid waste landfills, and 71 recycling processing facilities. When they were struggling to manage costs and operations because of inaccurate or unavailable enterprise data, they turned to Resultant for solutions.



THE PROBLEM

Accessible, accurate data wasn't available to everyone who needed it, and while Republic had some business intelligence capabilities, BI wasn't part of the company culture. Their solution needed to include expanding **enterprise resource planning (ERP)** and reporting capabilities along with proactive **organizational change management**.

OUR APPROACH

An assessment to determine where Republic was and where they wanted to be, coupled with getting into the nitty-gritty of their daily operations, enabled us to collaborate toward a BI roadmap.

We helped install change management and cross-functional teams at every level to instill performance management criteria into all operational processes. Improving reliance on technology and data would give Republic a competitive advantage while streamlining and improving their ability to manage costs and operations across the company.

OUTCOMES AND IMPACT

- Delivered BI Roadmap and initiated culture change as part of change management objectives
- Reports delivered quickly with previously unavailable information for faster, more accurate decision making
- Divisions quickly embracing BI as key to driving excellence