

Environmental Services Firm Transforms Data Analysis and Reporting and Saves

Customer: Safety-Kleen
Web Site: www.safety-kleen.com
Customer Size: 4,500 employees
Country or Region: United States
Industry: Utilities
Partner: Slalom Consulting
Partner Website: www.slalom.com

Customer Profile

Safety-Kleen collects and disposes of hazardous waste, provides industrial cleaning, and re-refines used motor oil.

Software and Services

- Microsoft Server Product Portfolio
 - Microsoft SQL Server 2008 R2 Enterprise
- Microsoft Office
 - Microsoft Excel 2010
- Solutions
 - Microsoft SQL Server Fast Track Data Warehouse
- Technologies
 - Microsoft SQL Server 2008 R2 Analysis Services
 - Microsoft SQL Server 2008 R2 Reporting Services
 - Microsoft SQL Server PowerPivot for Microsoft SharePoint 2010

Hardware

- HP ProLiant DL380 G7 server
- HP Storage P2000 G3 MSA Array Systems

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Mark Stone, Senior Vice President and CIO, Safety-Kleen

Texas-based Safety-Kleen provides oil refining, waste collection and disposal, and other services. To improve data visibility and enable end-user analysis and reporting, the firm implemented a Microsoft solution based on Microsoft SQL Server 2008 R2 and Microsoft SQL Server Fast Track Data Warehouse built on HP technology. The company now has better insight into data and has already saved U.S.\$500,000. Also, employees can conduct reporting and analysis from within the Microsoft Office environment.

Business Needs

Safety-Kleen, headquartered in Plano, Texas, is a leading provider of environmental services and responsible cleaning solutions to customers across North America. The firm’s ability to analyze sales data and track the movement and disposal of waste is critical to business success. “Our managers need the right tools to create updated reports and make effective business decisions,” says Mark Stone, Senior Vice President and

CIO, Safety-Kleen.

Creating reports became difficult when the company migrated its operational transaction system from an IBM mainframe-based solution to a Windows/.NET environment. “Before, everyone knew how to get data and build reports, but after we migrated, IT generated reports,” says Carla Rolinc, Vice President of Applications, Safety-Kleen. “Reports were time-consuming to create and weren’t customizable, so

managers weren't getting the data they needed."

One Safety-Kleen business area that needed better analysis and reporting was the Containerized Waste Tracking (CWT) division. "We need to track every hazardous waste container, from pickup to disposal, but we didn't have the tools to do that efficiently," says Rolinc. Safety-Kleen also knew it could save money by tracking containers. "Moving and disposing waste are costly," says Stone. "By having visibility in this area, we could improve the process and cut costs where necessary."

Safety-Kleen knew it needed a new business intelligence (BI) and data warehouse solution. However, because the mainframe migration project had gone over budget, the board of directors was hesitant to invest in new technology. "We needed a cost-effective solution that could be deployed quickly," says Stone.

Solution

Initially, Safety-Kleen considered SAP BI and other solutions. However, after visiting the Microsoft Technology Center in Dallas and seeing the Microsoft Business Intelligence stack built on HP technologies, Safety-Kleen decided that Microsoft and HP met key criteria, including:

- Best price/performance.
- High user adoption rate and self-service through Microsoft Excel spreadsheet software.
- Ability to build on current and planned IT infrastructure.
- Ability to handle current loads and scale to future requirements.

In May 2010, Safety-Kleen chose Microsoft Gold Certified Partner Slalom Consulting to help implement Microsoft SQL Server Fast Track Data Warehouse, a set of reference architectures optimized for data warehouses that use pretested hardware and data warehousing best practices. Slalom worked with Safety-Kleen to deploy Microsoft SQL Server 2008 R2 Enterprise data management software on an HP ProLiant DL380 G7 server and HP StorageWorks P2000 G3 MSA Array Systems. Slalom also helped implement Microsoft SQL Server 2008 R2 Analysis Services and SQL Server 2008 R2 Reporting Services. HP ensured that Fast Track Data Warehouse best practices were fully taken advantage of.

In the initial phase, users accessed data through Excel 2010 for ad-hoc analysis. In the next phase, Safety-Kleen will use Microsoft SharePoint Server 2010 as its collaborative BI environment. Safety-Kleen will also expand its use of Microsoft SQL Server PowerPivot for Microsoft SharePoint 2010, which integrates and analyzes data from multiple sources in SharePoint.

Now, Safety-Kleen CWT managers can access updated container data to improve route planning and inventory load balancing. Next, employees in the company's oil sales business area will use the solution to view key metrics on oil pricing. Eventually, about 2,000 workers will use the new tools for sales, margin, and service cost analysis.

Benefits

Safety-Kleen now has improved visibility and decision making and has saved \$500,000. The company's employees can also generate their own reports and analyze data without involving IT.


Provides New Insight into Critical Data

CWT managers can now view and analyze critical data such as waste types and preferred transportation routes. "Using SQL Server 2008 R2 Reporting Services, SQL Server 2008 R2 Analysis Services, and SharePoint Server 2010, we can track waste containers in real time," says Rolinc. "We can optimize routes to make the entire process more efficient." When the second phase is implemented, Safety-Kleen will have visibility into oil sales. "We will know precisely what we're paying for oil and how much volume we produce," says Rolinc. Eventually, users will be able to analyze sales, margin, and other costs.

Saves \$500,000 in Costs

Safety-Kleen has already realized impressive cost savings. "During user acceptance testing, we found data that kept us from having to make a \$500,000 accrual," says Rolinc. "From an ROI perspective, the project more than paid for itself very early." The organization also saves money by building on its Microsoft infrastructure. "We gained a lot of functionality at a lower cost than if we had gone with a new vendor," says Rolinc.

Provides Self-Service Reporting Capabilities



The solution also eliminates the need for the Safety-Kleen IT team to create analytical reports. “Our users can build reports in Microsoft Excel 2010 and publish them to SharePoint Server 2010, where everyone can see them,” says Rolinc. “Employees are empowered to do their own analysis without getting IT involved, and that boosts efficiency.”

Offers Complete BI and Data Warehouse Solution

Key business areas at Safety-Kleen now have a complete BI and data warehouse solution. “SQL Server 2008 R2 and SQL Server Fast Track Data Warehouse brought everything together in a software and preconfigured hardware package,” says Stone. “It’s a cost-effective, powerful solution that gives us reliability and scalability to meet future growth.”