

## Liquid Environmental Solutions

# Combining ERP, CRM, Azure, and Call Centers

Liquid Environmental Solutions (LES) provides a full range of turnkey solutions for the collection, transportation, processing, recycling, reclamation, and disposal of non-hazardous liquid wastes. As they moved closer to their mission of becoming the nation's most trusted resource for the responsible management of non-hazardous liquid waste, they began acquiring more customers than ever before.

LES' rapid growth led to the need for expedited onboarding processes, coordinated truck routing, contract visibility, enhanced reporting, and clear communication with the call center. To ensure their systems and processes supported their growing success, they partnered with DCG.

### Liquid Environmental Solutions Accomplishments

- Implemented Dynamics ERP, providing a robust and feature-rich solution for financial management, work order management, and consolidations
- Streamlined onboarding and automated billing, freeing up resources to focus on other areas of the business
- Created custom integrations with route management software, improving the company's ability to track and manage their assets, as well as optimize their routes and schedules for maximum efficiency
- Provided a 360-degree view of data across the entire organization, making it easier for the company to identify trends and patterns, as well as make data-driven decisions to improve their visibility into client issues, quality, and predictability of billing
- Established a unified chart of accounts across all legal entities, improving the accuracy and reliability of their financial reporting, as well as made it easier to compare the performance of different parts of the business
- Completed a rollup of consolidated financials, making it easier to analyze their financial data and identify areas for improvement, as well as provide stakeholders with more accurate and reliable financial information

### LES' Key Elements of Success



Communicated clear success metrics from the top down



Dedicated a project team with from departments impacted



Invested in user adoption and master data management



Prioritized collaboration with DCG, their trusted Microsoft partner

### Summary of Business Outcomes

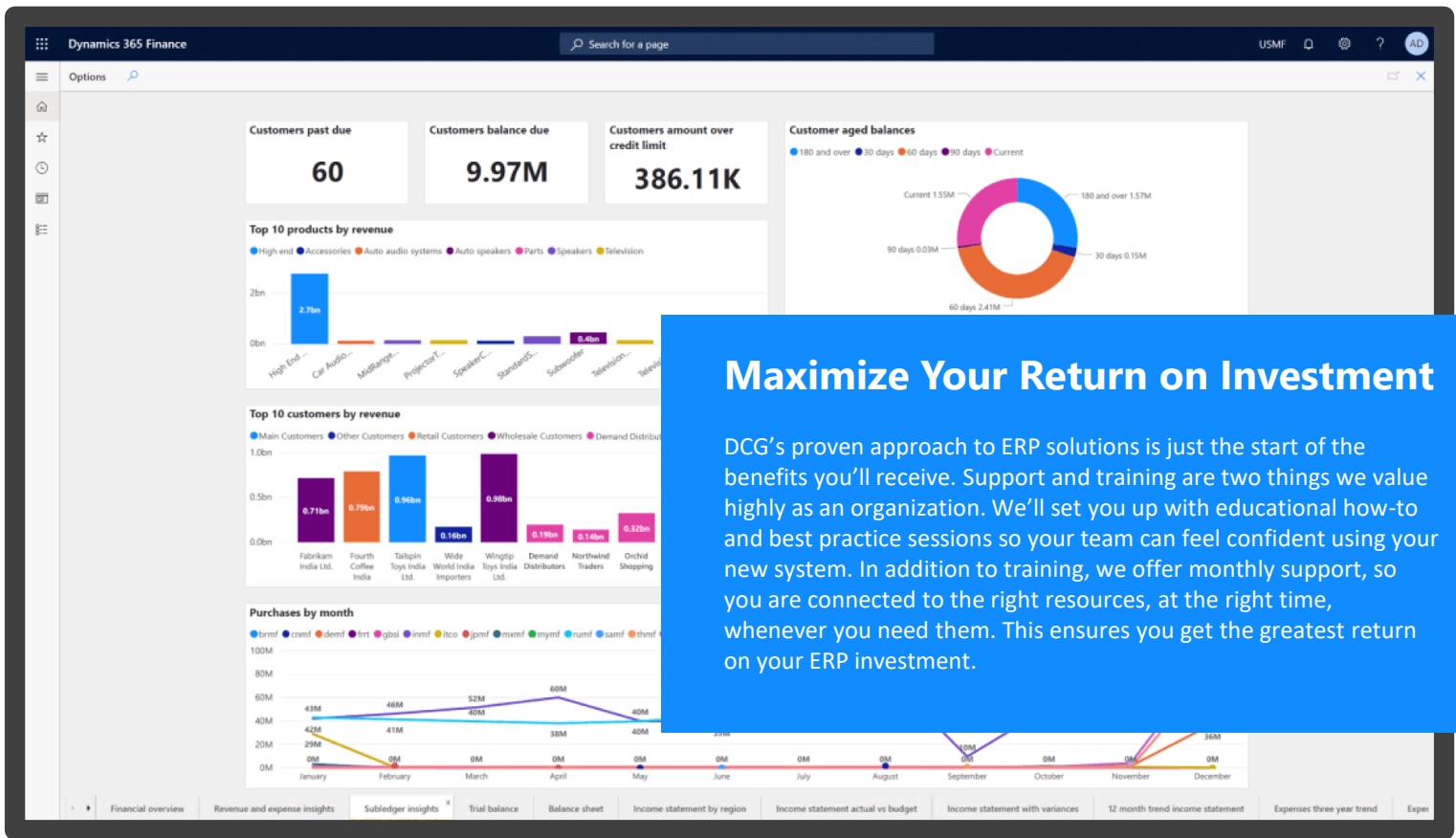
LES needed a unified system and processes for managing its operations, from client onboarding to fieldwork to invoicing and more. By joining forces with DCG, they were able to develop a comprehensive plan to modernize the company's technology infrastructure and better serve their clients.

**"Can we get DCG a key to the door? They are a part of the company."**

Paul Griffith - VP of Sales

# Enterprise Engagement Services

- **Organizational Readiness:** To protect you from unnecessary implementations and poor user adoption, we provide custom assessments and user workshops that fit your business. Our clients enjoy beginning with our proprietary SPEAR framework that includes a data-first approach to giving you tangible action items to achieve success.
- **Implementations and Optimizations:** Our global team of Microsoft-certified resources are highly experienced in ERP implementations. Whether you're looking to leverage Business Central or F&O, we'll save you time and money by integrating them into your business correctly the first time.
- **Custom Development:** We know out-of-the-box features can only take a growing business so far. That's why our developers pride themselves in providing custom development for Business Central, F&O, and other solutions across the full Microsoft stack.
- **Warehouse & Management Services:** To provide more value beyond issue identification and recommendations, our resources manage your implementation on-site. Their experience in warehouse optimization provides the operational direction you need to be successful.



## Optimize Your Finance and Supply Chain Solutions Today

