

# Waste Management

Sharing our blogs, experiences  
and innovative ideas



Fenwick Software

Systems that Work from People who Care

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# Introduction

By 2056 Australia's population is projected to exceed 35 million, placing increased pressure on our natural environment and its resources. In the 15 years from 1997 to 2012 the amount of waste generated has increased by 145% (ABS: 4602.0.55.005). A growing awareness of the value in recycling waste, and the realisation of the damage it is doing to the environment has led to increased investment in the efficient collection and processing of this resource.

In 2006 Fenwick Software partnered with Tegos to deliver their integrated waste and recycling solution (enwis) to the Australasian region. Since then we have built on our 37 years' experience implementing systems for businesses, working with our clients in the waste and recycling industry. We help them improve their processes and fine tune (enwis) to provide value by reducing manual operations, automating the small steps and providing more accurate and timely information.

Over the course of this journey we have developed our knowledge of this multi-faceted industry and penned various blogs discussing our experiences and the industry. We have consolidated these into this booklet, along with some product information and snippets of client feedback. We trust you find it of interest.

# Blogs

## From Your Nature Strip to Pollution

Waste Management seems to be high on the agenda of Australian companies as we try to close the gap between Australia and advanced waste management nations like Germany. Over 1,400 visitors attended the Australian Waste and Recycling Expo held in Sydney in late November. Needless to say Fenwick Software was again involved as an exhibitor.

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*E-waste is the fastest growing waste stream in Australia.*

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This was the third year of the exhibition and our second time exhibiting. We showcased enwis) - the integrated software package specifically written for the waste management and recycling industry. enwis) integrates with our core product, Microsoft Dynamics NAV, and provides an ERP system with waste management from weighbridge to general ledger.

One of the features of the exhibition was fourteen seminars over two days. They covered a broad range of topics including: 'the implications of the carbon price and carbon farming initiative', 'implementation of the TV and computer recycling scheme' and 'recycling solutions for difficult waste streams'.

A frightening presentation from the not-for-profit organisation called RichmondPRA got my attention. Current recycling rates for televisions and computers are low, being less than 1% (by weight) for televisions, and only about 14% (by weight) for computers and computer products. Around 40,000 tonnes of TV's and computers alone are destined to be recycled this year.



Of course the last place we want our E-waste to end up is in landfill - televisions and computers in landfill can leach hazardous substances. Thankfully, Australian Government has begun taking some steps in this regard to reduce the amount of landfill but we all have to do our part.



**Andrew Ferguson**  
Principal Consultant and enwis) product manager

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# enwis) - Waste and Recycling

enwis) has been developed specifically for the Waste Management and Recycling industry, and fully road-tested in over 400 companies worldwide; enwis) by tegos provides a completely integrated ERP solution.

- ⇒ Integrated Financials
- ⇒ Equipment Rental & Management
- ⇒ Invoicing & Rebates
- ⇒ Flexible Pricing
- ⇒ Vehicle Tracking & Communication
- ⇒ Multi-Currency
- ⇒ Material Management & Processing





- ⇒ Integrated Weighbridge
- ⇒ Service Agreement Management
- ⇒ Automatic Order Generation
- ⇒ Run Planning
- ⇒ Drag & Drop Dispatch Scheduling
- ⇒ Hazardous Material Tracking
- ⇒ Multi-Site
- ⇒ Microsoft Certified

# Blogs

## Do landfills have a future in Australia?

Australia produces over 47 million tonnes of waste every year. That's around 2.14 tonnes for every man, woman and child. In Victoria alone we produce more than 11 million tonnes annually. We do recycle around 60% of all the waste we produce but the rest ends up in landfill.

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*To put that in perspective, that's enough waste to fill the MCG to the top of the stands every three months. This figure is growing by 5% per annum.*

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Kevin Campbell, CEO of the largest recycling company in Australia - Transpacific Industries group, was recently quoted as saying: "landfill is no longer an acceptable method of disposing of waste". He went on to say "We ourselves cannot, and society and governments will no longer tolerate the use of a hole in the ground as the only way to dispose of waste. Instead, further use of recycling, composting and new technologies would be the way forward"

Landfills are disappearing fast in Europe. Germany is a great example of what can be done. On 1st June 2005, Germany imposed a ban on traditional landfills. In the 1970's Germany had around 55,000 landfills. Today, there are less than 300. Bear in mind that Germany has a population of around 82 million. The remaining landfills only accept treated, inert waste after anything that can possibly be recycled or re-used is removed. Nothing that is or can become a pollutant is allowed into a landfill.





As a result the old 55,000 landfills have been replaced by 70 incinerators, 60 biological and mechanical waste processing factories and 800 compost producing facilities. It is estimated that Germany saves 3.7 billion euros annually as a result

of the recycling and recovery of waste materials.

enwis) the fully integrated software designed specifically for the waste management and recycling industry, was built by Tegos in Germany and already meets the stringent requirements of the European authorities. Fenwick Software is the exclusive Australian partner of Tegos and is responsible for compliance with the EPA and specific Australian requirements.

Talk to one of our consultants about the only fully integrated solution, from weighbridge to the general ledger



**Ian Thompson**  
Project Manager, ERP Implementation and IT Consultant

<http://au.linkedin.com/in/oceanazure>

# Blogs

## Implementing enwis) at Sims Recycling

Disposal of undesirable and often hazardous materials found in electrical and electronic products has become a major problem for our society, so I was enthusiastic about becoming involved with the implementation of enwis) at Sims Recycling Solutions, Australia’s largest recycler of redundant computer equipment, televisions, mobile phones and all other electronic material often referred to under the collective heading – “e-waste”.

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*In Australia and New Zealand alone, during the last 3 years Sims have diverted more than 1.3 million waste electrical and electronic products from landfill sites.*

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The recent implementation of the eWaste Product Stewardship Scheme should see further increases in material being recycled instead of dumped throughout Australia.

Although Sims had already rolled enwis) out in several other countries, the Australian implementation extended the use of enwis) significantly, using the latest Role Tailored Client for Microsoft Dynamics NAV with core enwis) functionality such as service agreements and contracted prices to simplify order creation and invoicing.

A unique feature of the Sims enwis) rollout was the integration with enwis) touch - a custom built touch-screen application developed for the US sites that is fully integrated with enwis). It allows Sims' staff to very quickly and easily record material receipts, process, transfer and ship outbound material without having to know or learn enwis) or Dynamics Nav. Fenwick customised and extended enwis)touch to meet the specific Australian requirements.



We started the enwis) implementation in April and after a concerted effort by a joint Sims/Fenwick project team we went live nationally on July 1st. Sims now has national visibility of inventory, centralised contract management, automated invoicing and generation of client recycling reports. Congratulations to all involved, it was a great effort and a great learning experience.



**Andrew Ferguson**  
Principal Consultant and enwis) product manager

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**Andrew Ferguson** has been with enwis) since 2008. He has experience implementing systems in nurseries (publishing), Griffith Hack (Intellectual Property) and Alcoa (aluminium smelting).

Andrew is product manager for enwis) and provides ongoing support for Alex Fraser (Cycling (eWaste)). Andrew has travelled to various locations and to liaise with other enwis) clients.

**Ian Thompson** has over 25 years' experience in the computer industry, implementing and supporting ERP systems in financial, distribution, manufacturing and services industries. Previously, Ian was IT Manager with a major recycling business and a Project Implementation Consultant for an IBM Systems Centre.

His former employer, Mike Whines, Managing Director of ISB, described Ian as a Systems Consultant who is good at finding alternative and more efficient solutions that may not have considered. He also rated his project management skills highly.

In 2007, Ian immersed himself in enwis) from Tegos, further developing his skills. He combined fact finding and training visit to Germany in 2009. He returned with valuable skills which are invaluable for our enwis) clients.

Fenwick Software for 32 years. He has extensive experience in various industries for companies such as Longman Cheshire (Real Estate Property), Cadbury Schweppes (Warehousing and Disposal) and Melting).

envis) and has been closely involved in implementations and roll-outs (e.g. SteriHealth (Clinical & General waste) and Sims eRecycling) to Germany several times to participate in envis) training courses for partners.

Industry, 17 of them spent time in manufacturing and service industries and Senior Support and Implementation.

described him as an excellent System Administrator with efficient work methods that others admire and skills highly.

Developing his knowledge on a complex system with an even greater depth of



# Blogs

## Where there's muck, there's brass

“Where there's muck, there's brass” is an old Yorkshire saying that roughly translated, means: “There's money in recycling!”

Despite not being the most appealing industry, waste management in Australia has been growing by an average of 10.9% annually over the past five years. That's pretty impressive given that the national average growth is somewhere around 3.5% annually.

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*The industry generates over \$11 billion in revenue from over 2,400 companies employing almost 30,000 people (as of March 2012). Environmental awareness, the carbon tax, and the eventual introduction of the emissions trading scheme (ETS) in 2015 will ensure that waste management and recycling will continue to grow for the foreseeable future.*

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I first became involved in the waste industry in 1990 when I took a temporary contract position as an IT/operations manager for a metals recycling group. My job became permanent when new legislation governing the handling, tracking and treatment of waste was introduced by the European parliament. I had the job of managing the implementation of systems to handle the new requirements and ensure that the company remained compliant.

Here we are 22 years later and I find myself working with enwis) the integrated software specifically designed for the waste and recycling industry.

It always seemed odd to me that scrap metal was treated as waste from a legislation perspective when in fact it is a precious commodity, especially in the non-ferrous markets. Yet legislation states that it is treated like a hazardous material.



enwis) was developed in Germany to handle the complex requirements of waste management and recycling. Standard ERP systems simply don't cover the requirements of this rapidly expanding industry.

enwis) is a proven system used by over 400 companies and 8,000 users worldwide. It was developed within Microsoft Dynamics NAV and is fully integrated to handle the industry's requirements, from weighbridge to general ledger. enwis) helps companies turn muck into brass!



**Ian Thompson**  
Project Manager, ERP Implementation and IT Consultant

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# Blogs

## Have Implementation Projects Changed?

My first experience implementing systems was as a sidekick to an old hand. He worked from a series of tick lists detailing the steps required to successfully implement the system. It was a fairly stressful event for me at the time as I was given many of the tasks to handle alone, learning the techniques as I went. It stretched me professionally, and looking back it was a great learning experience.

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*That was over 25 years ago when software was technically very different than today, but the overall methods of implementing an ERP system haven't changed much!*

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At Fenwick Software we have developed and documented our implementation methodology to give a consistent and repeatable experience for our clients. It provides a framework from which we can build a project plan to suit the client's needs. It is not a rigid methodology but a flexible one, one that provides stability and visibility whilst remaining agile enough to change if circumstances require. It also helps us to provide more accurate estimates for implementing systems.



Our high level steps are:

- ◆ Discover – Spend time learning about the client and their business
- ◆ Workshop – Work through the processes and workflows with the client
- ◆ Solution Design – Design the system configuration to suit the needs of the client
- ◆ Build – Develop any required enhancements to the software
- ◆ Pilot & Test – Work through scenarios and workflows using the developed system
- ◆ Train – User training (Direct or ‘Train the Trainer’)
- ◆ Deploy to Live – Provide support at Go-Live

Post implementation reviews of each project ensure we all learn from our experiences. We are continually reviewing and refining our methodology with the help of many senior consultants. This gives us a renewed perspective using fresh eyes, tempered by experienced minds.



Contact us to learn more about the consultancy services we offer.



**Ian Thompson**  
Project Manager, ERP Implementation and IT Consultant

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*The implementation of new systems is the opportunity  
in your business; to get them thinking about how  
get this right you gain a competitive edge.*

*They keep thinking! They keep improving your  
efficient, and more productive.*



*opportunity to engage your staffs' minds  
how to improve your processes. If you  
continuing benefit.*



*systems. Your business becomes more  
more profitable.*

*Peter Fenwick,  
Chairman—Fenwick Software*



# Blogs

## What is Microsoft Dynamics?

"Microsoft Dynamics" is the brand name for a group of business applications owned and maintained by Microsoft.

During the period 2001-2002, Microsoft acquired four separate ERP products, and has since spent a considerable amount of time and money improving the functionality and tightening the integration with existing Microsoft products such as Office and SQL Server.

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*Microsoft Dynamics NAV has more than 100,000 customers, over one million users worldwide, and is available in more than 40 country versions.*

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The Microsoft Dynamics range now encompasses the following products:

- ◆ Dynamics NAV
- ◆ Dynamics AX
- ◆ Dynamics GP
- ◆ Dynamics SL
- ◆ Dynamics CRM
- ◆ Dynamics POS

Dynamics CRM and Dynamics POS are different by design.

As its name suggests, Dynamics CRM is a Customer Relationship Management product, used for managing customers, contacts, sales cycles, marketing campaigns, etc.

Dynamics POS, or 'Point of Sale' is used as a store management system for retailers.



As for the ERP's in the group, Dynamics AX has been designed and developed for high-end ('Tier-1') installations. Dynamics GP is a mid-market financials product, suited for simple 'out of the box' financial implementations, and Dynamics SL is project management software, with tight integration to Microsoft Project.

Finally, Dynamics NAV is a mid-market product, and excels in financials, manufacturing and distribution environments, with strong inventory management and warehouse management functionality. It is also readily customisable and can be easily extended to suit specific business environments, with Australian industry add-on solutions such as Fenwick Gold, and Electronic Data Interchange (EDI).



**Greg Galloway**  
CEO

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# What do our clients say about us?



*We have now moved forward with confidence, and because the environment is a familiar interface that integrates seamlessly with Microsoft Office, we are reading off the same page.*

*Markus Koch, Executive Director*





*rd with confi-  
is) system has  
egrates seam-  
e, everyone is  
page."*

Director — SteriHealth



*"Fenwick Software was the only organisation that offered a fully integrated ERP solution that could meet our specific recycling and waste management business requirements*

*Craig Bishop, Manager IT Services, Alex Fraser Group*



# Fenwick Software and Dynamics NAV

When you partner with Fenwick Software you'll find people who care about your business. Our approach is consultative and collaborative. We build enduring relationships that create long term benefits. We've been doing this since 1976.

Our consultants are highly experienced and understand business as well as technology. Microsoft Dynamics NAV is our ERP system of choice because it offers unparalleled functionality, flexibility and cost effectiveness. It means we can customise the system to suit exactly what you need, and continue to adapt this over time as your needs change.

enwis) is built upon the stable Microsoft Dynamics NAV framework providing a complete ERP solution for the waste management and recycling industry. It allows your business to simplify compliance and streamline your financial systems, weighbridge operations and your transport logistics, all in the one package. Powerful software, Fenwick's team of committed experts and your business – together we'll create a system that works.

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