URM Improves Performance With ERP System

The UK's largest purchaser and recycler of waste glass, URM (UK) Ltd, has reported an improvement in business performance following the implementation of an ERP (Enterprise Resource Planning) system.

Steve Dixon, Project and Systems Manager, URM (UK) Ltd: "In a matter of weeks we noticed the benefits. We now have a far more detailed understanding of what drives our business performance. Everything we do is now linked and transparent.

> "We have become an almost entirely paperless operation, so the margin for error is much smaller."
> **Steven Dixon, URM (UK) Project and Systems Manager**

The PurGo ERP software system from VWS Software Solutions has been designed for waste management & recycling operators and materials processing facilities, to streamline processes, and standardise procedures, monitoring and reporting across all departments. The software and interface are highly automated, intuitive and friendly, and integrate seamlessly with other business systems and software packages.

Steve Dixon, Project and Systems Manager, URM (UK) Ltd: "Two things stood out with PurGo. Firstly flexibility. VWS was happy to develop the system with us and for us, to meet our exact business needs. We were looking for a partner and that's exactly what they offered. Secondly the reporting structure is great. There are over 40 standardised reporting structures, which enables us to have complete transparency across the business. Now there is only one truth not 5 or 6 versions of it."

URM has introduced PurGo into the business in stages, department by department beginning with Transport & Logistics. Drivers now use PDA's to log on, do vehicle checks and send data back from weigh bridges, as well as record weight and location data. The URM workshop uses the software to facilitate the management of vehicles, repairs, servicing and inspection schedules.

The production module is being phased into the business and involves the complex integration of 4 glass processing sites. Once fully implemented this will allow for the control and measurement of

material flow from feedstock through sorting equipment to end-products and waste. It will also monitor the speed, efficiency, profitability and performance of processing down to shift and operator level.

Andy Mirecki, VWS Software Solutions Ltd: "It's great to be able to work with URM on such high-tech equipment. Their processing plants are state of the art; the best in the world really."

Steve Dixon added: "Our customer service has improved, even the way we answer the phone. PurGo requires everyone to be accountable, every call to be logged, and deadlines to be made and achieved."