

OPERA 3 SE CASE STUDY:

THE NWH GROUP

Leading recycling and waste management group



A SPOTLIGHT ON SUCCESS

A long-standing use of Opera, NWH migrated from Opera 3 to Opera 3 SE as part of a company reorganisation which saw two divisions operationally merge into one. This shift shone a spotlight on how processes and IT infrastructure could be improved, and following a review, Pegasus Software's latest platform, Opera 3 SE was selected.

Key to NWH's decision to upgrade to the Microsoft .NET technology-underpinned platform, was its ability to integrate with other systems, and capabilities to help future proof and scale for long term growth.

"As part of a review of our operations, we looked at the latest offering from Pegasus Software and partner TMB, as well as other systems on the market. Having completed a review, we made the decision to move to the latest version of Opera"
NWH's Financial Controller, Gerald Jamieson explains.

"Not only did Opera 3 SE give us the additional functionality and scale we needed, crucially without a need for significantly more investment, but business disruption could be kept to an absolute minimum, meaning we could benefit from the best of both worlds."

Since going live, NWH has embarked upon a journey to improve its financial management. This has involved reviewing and improving processes, and reconfiguring the way in which invoices are processed. Key benefits include:

AT A GLANCE

CHALLENGES

- Needed a solution that would future-proof the business
- Reporting speed was slow
- Needed greater control over procurement

BENEFITS

- *"Additional functionality and scale needed"*
- Disruption was kept to *"absolute minimum"*
- Has reconfigured the way invoices are processed



ABOUT THE NWH GROUP

The NWH Group (NWH) is one of the UK's leading recycling and waste management businesses, with a mission to change its industry for the benefit of the planet. Serving the whole of Scotland and North East England from ten sites, the progressive, second-generation family business provides business waste management services and solutions to the industrial, commercial and construction industries.

SPEED OF REPORTING

NWH's reports are now processed within **just five minutes**, compared with 45 previously. This speed affords NWH the agility to respond to queries faster, make better decisions and channel greater productivity.

PROCUREMENT EFFICIENCY

Auto-invoicing and expense automation mean that procurement is now much faster, and more current, thanks to the fact that coding is done in advance. Because managers have advance notice of spend, NWH benefits from greater control, consistency and continuity. Managers can see precisely what percentage of their budget has been committed to assist planning.

MANAGEMENT ACCOUNTS

Because all financial information is held within Opera 3 SE, the time it takes to produce management accounts has **reduced by 50%**. This access to knowledge and intelligence allows the management team complete visibility over the business, and means they can head off any issues or anomalies before they become problems.

As part of a quest to enhance management reporting, the next part of NWH's journey will look at how BI can interface with Opera 3 SE to deliver dashboards for even more instant access to business insights.

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MORE THAN AN UPGRADE

“The TMB team has been invaluable throughout our Opera journey, and ensured that this latest migration was both smooth, and delivered against requirements and Expectations,” Gerald concludes.

“TMB knows the solution inside out, and they have extensive knowledge of our market and the dynamics we face. This understanding came into play when scoping out the system as they asked the right questions, and recommended creative ways to bridge any gaps and enhance functionality where it was needed.

“As well as being incredibly responsive to queries, professional and diligent in their support, complemented by the team at Pegasus Software, they bring a huge amount of value, honing our digital capabilities to drive competitive advantage and performance.”

