

Case Study - London Borough of Kingston & Sutton Councils

Our Client

The London Borough of Sutton (LBS) Council and The Royal Borough of Kingston Upon Thames (RBK) Council shared services are responsible for providing many different services to residents in the two boroughs including waste services. The shared service utilises a Microsoft Dynamics CRM implementation for the management and tracking of queries and complaints from residents.



Project

The South London Waster Partnership (SLWP) is made up of four councils (Croydon, Kingston, Merton and Sutton) working together to provide improved and more cost-effective waste management services to their residents. The way waste is treated and disposed of has changed beyond recognition in recent years. The days of being able to simply bury our waste in large holes in the ground are gone.



Councils across the country must now find more innovative and sustainable ways of recovering, re-using, recycling, treating and disposing of the waste they collect.

The SLWP has two key aims:

1. To manage household waste in a way that is more sustainable and causes less damage to the environment.
2. To manage household waste in a way that is more cost-effective, for the benefit of council taxpayers.

The most effective way of achieving both aims is to stop waste from ending up in landfill sites and do something more innovative and environmentally sound with it instead. The focus of the SLWP is to run education and awareness campaigns and to award and manage contracts that ensure they minimise the amount of our waste that is sent to landfill.

Challenges

FlexRM were contracted after the project had started and were tasked with delivering a minimum viable solution. The project was under high scrutiny as the shared service was struggling to make progress and extremely tight deadlines were in place.

FlexRM provided a range of resources including a SCRUM Master, Dynamics CRM Developers and a Test Manager. Our resources successfully integrated with full-time staff at LBS to deliver the minimum viable solution.

“I have worked with FlexRM on a number of occasions, I have always found them to be professional, knowledgeable and have worked to understand our business complexities and deliver our requirements. I am happy to recommend them to anyone seeking to implement Microsoft Dynamics and would gladly work with them again. As part of a project for the Shared Service for London Boroughs of Sutton and Kingston Upon Thames, FlexRM provided an agile team including Dynamics Developers, a Test Manager and a SCRUM Master to deliver the Council’s requirements for the SLWP (South London Waste Partnership) project. When FlexRM started working on the project it was under high scrutiny and they were able to quickly integrate with the internal team and helped the Council make great progress with the delivery of the MVP.”

Mark Lumley, Head of ICT

Solution

FlexRM developed integration between Veolia and Dynamics CRM 2015 using Custom Workflow Activities and Integration Services. The front-end website was developed on a custom product called “Cyber Call guides”. Through the integration that FlexRM built residents are now able to self-serve the following items:

- Request a Bulky waste collection at your property
- Subscribe and renew to Garden waste service
- Report missed collection for refuse, recycling, garden and bulky waste
- View and download the collection calendar for the year
- Check the details for the last and next collection for refuse, recycling and garden waste
- Report a fly-tip/illegal waste
- Request a re-filling of a grit bin
- Request emptying of a litter bin
- Request removal of Graffiti/fly-tipping
- Request a larger bin at your property (for refuse, recycling and garden)
- Change items of bulky collection
- Change dates of a bulky collection
- Request assisted collection on your property



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