



Shanks Waste Management Ltd Success Story



Key Points:

Nature of the work:

- Support and Maintenance
- Business Objects Reports Enhancements

Technical Skills:

- Business Objects v5
- Business Objects XI
- Oracle database 7 and 8
- SQL server 2000

Background

Shanks Waste Management are one of the largest waste and resource management companies in UK with operations in Belgium and Holland. In total, the company operates over 100 sites and employs over 3000 people.

Shanks channel all their support and maintenance requirements through a third party – Digica, a leading provider of managed IT services to the corporate mid-market and the public sector.

In January 2007 Shanks embarked on a major migration from Business Objects 5 to XI. It was during this process that Shanks recognised that they would have to bring another partner on board in order to support Digica in the Business Objects space.

The Solution

In early 2007 Shanks engaged 6pm on a pilot project to assist with the migration of the reports, with a view to potentially using 6pm for all their BO support and consultancy requirements.

By March 2007 the client had the confidence to make a significant

longer term commitment to 6pm in the form of a support contract for their Business Objects environment.

“We had been working with Shanks, for several months when they gave us the opportunity to provide support for their Business Objects environment. Our subsequent award of the support contract was not only a significant order for our Malta based Support Group, it is also underlined the quality of the work already delivered to the client” says Steve Wightman, COO, 6PM Ltd

The 12 month contract kicked off on the 1st May of this year. All support calls are still logged and managed through Digica in order to provide a seamless and transparent service.

In June 2007, Shanks Waste Management and Digica visited 6pm’s operations base in Malta to carry out



6pm Team



“ ... Their Business Objects expertise, flexible and dedicated approach to our current challenges has allowed us to quickly improve our IT service ... ”

a service review and described the company's service as one of the most effective they have come across in 20 years.

"Although our partnership with 6pm is relatively young, their contribution to our IT operations has already been very significant. Their Business Objects expertise, flexible and dedicated approach to our current challenges has allowed us

to quickly improve our IT service. We view the 6pm team as a part of Shanks' IT set up and they are now working with us, helping to formulate and implement our business information strategy for the future." says Clive Morley, Head of ICT, Shanks Waste Management Ltd.

6pm Ltd

UK Office:
6pm Ltd
212, Piccadilly,
London, W1J 8HG
UK
Co Reg. 5240808

Phone: +44(0)20 7917 6772
Fax: +44(0)20 7917 6773
Email: info@6pmuk.com

Malta Office:
6pm Ltd,
6pm House,
188, 21st September Avenue
Naxxar, NXR 1012
Malta
Co. Reg. C27657

Phone: +356 21 489 657
Fax: +356 21 489 653
E-mail: info@6pmmalta.com

www.6pmuk.com



About Shanks

Shanks Group plc is a modern waste and resource management company serving customers in the UK, Belgium and Holland. Today one of Europe's largest independent waste management companies Shanks started life in the late 1800's as a construction company based primarily in the West of Scotland. Shanks offers a wide and often innovative range of waste management solutions within its various collection, transport, recycling, treatment and disposal services.

www.shanks.co.uk

About 6pm

Established in 1996, 6pm employs over 100 technology consultants in Malta and the UK. Our staff are committed to exceeding client expectations and their enthusiasm coupled with their "can do" attitude is the envy of many competitors.

We offer a wide variety of technology services ranging from bespoke development and Business Intelligence to Testing and Support & Maintenance.

Our Clients include Capgemini, British Airways, Sungard Vivista, Leicester City Council, Focus Solutions, PRG Schultz, Fujitsu, Toyota GB, Sheffield Hallam University and BT.