xpand it

Xpand IT and First Mile

The perfect combo



First Mile is one of the fastest-growing recycling companies in the country. Their mission is to revolutionise the business of waste by betting on 'best of breed' technologies, aiming to find new creative solutions and eradicate waste by making it possible to recycle everything.

first mile

Account

Aquila Cafe

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✓ LAST ORDER

your last order was on

29 March 2018

View order history

RECENT DOCUMENTS

VIEW ALL DOCUMENTS >

17 Aug 2017 - Proof of Delivery.pdf

28 Sep 2017 - Statement.pdf NEW

12 Sep 2017 - Invoice.pdf

Careers | Privacy & cookies | Site map

Location

Aquila Cafe

Repeat my last order

Place a new order

Report a problem

50%

Recycling Rate

VIEW ALL REPORTS >

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first mile

epeat my last order

Place a new order

Report a problem

✓ LAST ORDER

your last order was or 29 March 2018

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Account Information 🗸

Talking plastic with City AM

NEXT COLLECTION

your next collection due on

18 April 2018

View full schedule

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The company is based in London in the UK, and was founded back in 2004 by Bruce Bratley. The main goal was to bring service to the waste industry and help businesses champion the environment. With the motto: Easy. Smart. Green., the company believes the waste industry can be a source of inspiration.

With three offices in the UK, the company has an extensive list of partners to help them achieve significant numbers: over 60,000 tons of waste collected a year, and an average recycle rate of 60%.

STEP 1 Integration with Pentaho

Challenge

The first challenge First Mile introduced to Xpand IT was the need to integrate and embed other systems into their core tools (CRM and ERP). Each independent system communicates differently, and often in a static way, adding complexity to routine tasks (using multiple tools to manage data

Xpand IT decided to resort to Pentaho because this tool would significantly reduce the complexity of a middleware

Solution

content or dependencies on staff know-how and manual interventions).

project. So, the Xpand IT team advised and supported the creation of a Pentaho data integration layer to act as the leading communication platform between systems. The team was able to bring all the necessary configuration and data flows together in the same space, allowing automated scheduling of the ETL for the application interactions.

Benefits

First Mile was able to centralise and automate all the processes, reducing time, simplifying their infrastructure (and thereby reducing costs). Pentaho displayed a great level of flexibility to accommodate demanding changes and continuously improving the business processes.

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STEP 2 Salesforce enhancement

Challenge

Xpand IT was given the challenge of enhancing Salesforce, First Mile's CRM, and continue its integration with the client's other IT solutions to fully empower sales teams and provide an amazing customer experience.

Solution

Xpand IT gathered a team of Salesforce experts and was able to exclude Salesforce development **STEP 3** Developing a customer portal

Benefits

First Mile was able to enhance its CRM, making sure that every business team wasgiven unified processes and a single source of truth.

dependencies on the First Mile system. This symbiosis strengthened our team of experts through collaboration with an in-house Salesforce team, allowing the Xpand IT team to take automation to a whole new level, implementing all the team processes (Sales, Customer Care, Accounting, Marketing and Legal) into Salesforce.

Challenge

Initially, First Mile's business was mainly done over the phone. The company had a good-sized call centre team, and like any other business, most incidents occurred due to human interactions. So, their customers needed a platform on which to access their details, and manage their requests, billing and payments autonomously.

Solution

Xpand IT brought together a team of experts in web development, UX, UI and data integration services to build a complete custom web and mobile portal for First Mile customers, bringing the business into the digital world. Using web technologies like Angular and Java Spring, Xpand IT created an attractive, easy-to-use web platform.

Benefits

Over the last two years, First Mile has continued to expand, growing customers and total revenue by approximately 25% per year. The introduction of the Customer Portal has allowed First Mile's call centre team not to increase in headcount. Leading to significant improvements in their cost-to-serve per customer, as well as overall margin for the business. Now, 25k+ customers are part of the automation and are a few clicks away from fulfilling their requests.

The agile dev approach

First Mile is a fast-growing company, evolving rapidly. So, all the implementations needed to account for future growth needs as well as those of their current business. Because of this, Xpand IT decided to implement **XPagile methodology**.

Implementing XPagile was a challenge: First Mile had to introduce a new development methodology to their team and Xpand IT had to a dapt XPagile to a new reality. But the outcome of this decision was that the two companies **removed a lot of obstacles between the business and technology teams**, allowing both teams to speak the same language.

	What type of business are you?
	Image: Constraint of the second sec
	Your business name XPTO Company Your email address email@xpto-company.com
	Suggest services based on my industry Sistem will automaticaly suggest services. No effort involved Vou'll be prompt to browse for services. Do you have a minute?
	You are getting a quote for XPTO Company + Restaurant
	Which services are you interested in?
	Regular Collection Services Other Recycling Services Recicled Products
	We collect in sacks or wheelie bins according to a regular schedule. Order sacks and once full we'll collect them next day for free. Your business can buy products made from materials we recycle.
	MIXED RECYCLING FOR BUSINESS
	For most businesses, 90% of waste can be easily recycled using our Mixed Recycling services. You put everything in the same sack or bin, and we do the sorting.
	< Previous Next >



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