



## Waste Expense Management Case Study

# Leading National Retailer Saves Millions with Comprehensive Waste Expense Solution

Industry: **Retail** Sites: **+1400**

### Overview:

A national retailer was faced with waste-related challenges that led to a scramble among departments. Hauler bills were going unpaid, leading to an excess in late fees and the threat of service disruption. Lack of transparency with the waste vendor left finance and operations teams unable to see issues in real-time. Upon review of their national contract, procurement was alerted of out of date contracts and poor service levels.

With an excess of bulk waste, rising waste costs, and lack of a controlled process, the business enlisted Cass Waste Expense Management to relieve exhausted internal resources. A waste assessment revealed multiple opportunities for diversion, and vendor relations stepped in with a strategic partnership that would maximize savings and improve diversion rates, surpassing client expectations.

Centralized processes delivered consistent, on-time bill payment with insights into performance by each site. Cass client support now acts as the point of contact for service issues and provides prompt resolution. Business resources have been liberated and operational costs were significantly reduced in excess of \$3.9 million dollars.

# Cass Solution: Core Services Implemented



## Bill Pay

Simple and seamless, automated bill payment to avoid late fees, service disruptions, freeing up AP teams.



## Client Support

Dedicated waste experts to provide service support and guidance for both operational and finance teams. Quick action response, alleviating time spent managing at the site level.



## Vendor Management

Implemented a recycling program that increased diversion by over 50%, and reduced bulk removal costs by 28%.



## WasteVision Analytics

Visibility gained via waste analytics and national provider portal..



## Sustainability

Vendor sourcing to align the business with recycling education and services to enable effective, low-cost sustainability.

## Results with Cass WEM:

**25,000**

Invoices Paid  
Annually

**50%**

Increased  
Recycling

**3.9M**

Contract  
Savings

## Value We Bring:

Cass delivers industry expertise, processing & purchasing power to execute critical financial transactions while driving greater control and efficiencies. Cass WEM provides the strategic partnership your organization requires to maximize savings and support your organizations business and revenue goals.

## CONTACT US

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## Challenges:



Rising  
Fees



Lack of  
Visibility



Decentralized  
Processes



Bulk  
Removal