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Kenny Gravitt,  
*Managing Partner, Global Environmental Services*

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## CUSTOMER PROFILE:

**Company:** Global Environmental Services, LLC

**Industry:** Electronic Recycler and  
Data Recovery/Destruction

**Headquarters:** Georgetown, Kentucky

**URL:** www.kyges.com

## THE CHALLENGE:

- Manage expanding business services
- Improve product flow and reporting
- Need WMS that would provide a competitive advantage to secure new customers
- Integrate with existing systems such as JD Edwards, Xelus, Oracle, QuickBooks, Net Suite and Peachtree

## THE SOLUTION:

RedPrairie's On-Demand Warehouse Management

## THE RESULTS:

- Inventory processes in place that scale sales, services and products
- Secure, reliable reporting and chain of custody
- Effective sales tool that has secured numerous OEM contracts

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Global Environmental Services (GES) provides secure data destruction, waste electrical and electronic equipment (WEEE) recycling and eWaste processing.

GES provides electronic equipment recycling and secure data destruction services to a multitude of organizations following a basic set of principles:

- > Environmental Stewardship
- > Exceptional Customer Service
- > Economic Ethics

Offering one of the most rigorous chains of custody in the data destruction industry, GES uses RedPrairie to track all of the electronics and technology items that enter into its facilities. GES is typical of many RedPrairie customers who need to integrate their Warehouse Management System (WMS) with other systems and to maintain a level of transparency without increasing the burden on the operations team.

## The Situation

GES works with an extensive network of OEMs and product brokers on the recovery side of the electronics industry and provides accurate, up-to-the-minute pricing for used technology for any model, configuration, or condition of equipment as well as at the component level. This network allows GES to provide consistent product availability and pricing information, which equates to the best possible value for our customers. GES maintains a 70,000 square foot facility that is protected with multiple layers of electronic security, backed up by a state-of-the-art infrared camera system throughout the campus.

In GES' industry, winning business means proving trustworthiness. Potential clients come to GES with electronic waste for disposal or recycling and in many cases, sensitive data encoded on electronics that require proper sanitizing. Typical electronic waste includes items as basic as old PCs/laptops, monitors, and memory components to more complex items including obsolete circuit boards and short-circuited transistors.

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## Cost-effectively Improve Workflow without Sacrificing Functionality

Needing reliable and secure inventory management system, GES wanted to perfect its inventory management process so that the company could establish and document a chain of custody for all items that enter the facility. A scalable system like RedPrairie is a perfect fit for companies such as GES, needing to quickly implement a system, and stay agile as the company scales its business. Additionally, because of RedPrairie's on-demand, permission-based approach, GES can provide its data destruction clients with a secure Web site where they can view real-time security video of their product destruction from anywhere in the world. With each account, the client receives a login name and password for entry into the client's inventory.

RedPrairie's new approach to creating supply chain solutions geared for the smaller, lean organization, ensures that the complexity is hidden from users, lowering ramp-up, training, and day-to-day usage of the system. Additionally, all maintenance, support, upgrades and updates are handled at no extra charge or effort from your IT resources. RedPrairie is easy enough to use and configure, that an IT person is NOT required to implement and manage the system. In fact, upwards of 85% of an IT person's time is spent on administrative activities instead of helping your business innovate through IT, differentiate, and win.

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## Fast ROI for an Enterprise-class Management and Sales Tool

GES initially began its business as an electronics recycler but over time, the company found itself expanding its offerings. The company was migrating away from solely being a recycler and moving towards data destruction/product recovery. From here, report generation and documentation became essential, which meant GES needed to improve product flow. Because GES was using Microsoft Access and Excel, real-time capabilities were not possible. RedPrairie offered a unique opportunity for GES to bundle several systems into one while still allowing GES to import and export data such as reports, inventory lists, and item masters to and from Excel.

"We began our WMS discovery process looking for a cost-effective system to help better manage our product flow. Our criteria was straightforward—ease of integration into our existing processes, reporting functionality that we could then provide to our customers, and flexibility to scale as our business and services change," said Kenny Gravitt, Managing Partner, GES. "We reviewed other WMS products, and only RedPrairie was able to fulfill our custom requirements in a very efficient and uncomplicated manner."

The RedPrairie On-Demand WMS has also become an effective sales tool to GES because customers are impressed once they see the power and robust set of features.

"RedPrairie saves GES \$45,000 a year in spending, which by itself is a true measure of value," said Gravitt. "However, the RedPrairie On-Demand WMS goes one better because it is also directly responsible for helping us generate \$7,000 to \$12,000 in positive cash flow each quarter. While we go through the sales process with OEM customers to discuss GES, nothing is as powerful as when we show them the RedPrairie interface and they can visualize the functionality firsthand. And, once we discuss RedPrairie's high-level of customer support, it only breeds more confidence in GES."

## World-Class Customer Service

RedPrairie Customer Experience Managers have extensive real-world, warehouse experience, providing a level of expertise uncommon to most software companies. "Throughout my career, I have been taught that customers come first and foremost. Never have I seen a company outside my 33 years with IBM/Lexmark that takes this to heart like RedPrairie. In a changing economy, the business of doing business is more important than ever, and no other solution out in the marketplace matches RedPrairie's affordability, functionality and flexibility."

Designed for the warehouse, RedPrairie has uniquely developed capabilities that allow for extensive configuration to the point that customers can add customized fields, views, permissions, boundaries for all the relevant roles and interrelated business process that are required to manage inventory in total transparency, and in real-time. With legacy, on-premise systems either home grown or from a

"packaged" software vendor, configuration often turns into "customization", meaning extra consulting cost and delayed deployments. Modern business applications are designed to make the interface customizable, while still supporting the underlying integrity of the data and business processes. Additionally, RedPrairie's system was developed to withstand the rigors of enterprise performance and high availability.

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## For more information

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