

SafetyKleen - A tech enabled global business transformation success

Safetykleen is the market leader in environment friendly parts cleaning all-in-one service solutions – providing parts washing cleaning equipment, tailored, water based cleaning chemistry solutions, with tailored scheduled cleaning, maintenance and waste collection services.

Safetykleen provides customer-efficient and high quality outsourcing solutions to address a wide range of critical manufacturing and maintenance, repair and overhaul processes across Metalworking, Transportation and Manufacturing sectors. All fully compliant to the latest sustainability regulations across Europe, Latin America and Middle East. With a network of 92 service locations operating across 15 countries Safetykleen, provides over 1 million services a year improving the productivity of their customers.

Safetykleen sought to create a global solution to allow all their countries to use a fully functioning single instance of the Microsoft Dynamics 365 for their Finance, Operations, and Customer Engagement functions, promoting a unified way of working across Sales, Marketing, Service, Operations, and Finance.

**Solution**

Dynamics: Finance, Operations, Sales, Service, Marketing

Governance

Full Strategic Project Alignment

Change

Full change and adoption service

Data Migration

Full data migration service

Integration

Full integration services

Testing

Full end-to-end testing

Plants

To implement in 50+ sites

Countries

14 countries

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Transformational programmes are inherently complex. They are woven from multiple threads of activity that must align for success. Many of the client staff involved are experiencing this scale of change for the first time, which naturally brings uncertainty, frustration, and even fear. Cutting through that requires a collaborative culture, deliberately shaped from the top. Senior leaders must set the tone by being visible, aligned, and consistently reinforcing shared goals, celebrating progress, and creating safe spaces for challenge and learning. When leadership models the behaviours they want to see, the rest of the programme follows."

Abdul-Wahid Paterson

Senior Vice President Delivery
Hitachi Solutions Europe

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When running a tech enabled transformation, it is key that you are not trying to solve for perfection but create a learning environment that feels comfortable with a good enough approach (80/20) as the biggest enabler of any transformation is adoption. Adoption only happens when your team get 'hands on' and experience, not talk about or aim for the perfect solution."

Erwin Wieffering

Group CEO
SafetyKleen International





Client Situation

- Safetykleen previously attempted to implement a global ERP system with another partner, which failed during the UK go-live, leading to significant issues and a lack of confidence in the project's ability to deliver the intended benefits.
- The previous solution, developed by a third party, was never deployed. Safetykleen needed a comprehensive solution to remediate, enhance, and roll out their new European design solution, addressing both group and local business requirements.
- Hitachi Solutions were selected to redesign and roll out a new Safetykleen solution and help deliver their "Road to 100" strategy.



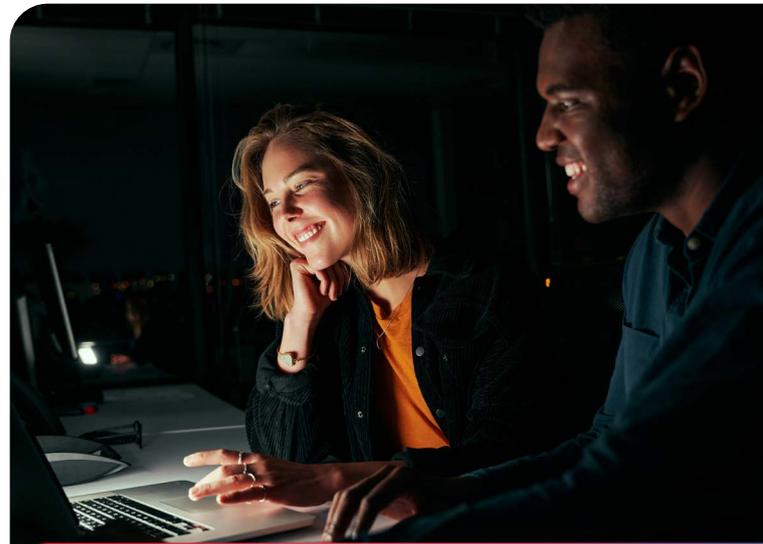
Hitachi's Solution

- **Solution:** We implemented single global Dynamics 365 (Finance, Supply Chain, Trade and Logistics, Warehousing, Manufacturing, CE, Field Services), starting with Portugal as pilot. Simplified the sales model for faster recruitment and onboarding of customers. Key processes: Prospect to customer, Order to cash, Procure to pay, Plan to deliver, Record to report. Migrated data from legacy in house developed systems. 40+ end-state integrations.
- **Change:** Developed and implemented Change & Readiness Strategy, Onboarding and upskilling the change network across all countries.
- **Learning:** Developed a learning approach. Created role-based digital/classroom curriculum with evaluation metrics. Delivered learning to SMEs.
- **Business Process:** Designed As Is and To Be business process maps to L3. Developed UAT scenarios and scripts. Managed UAT test execution.



Client Benefits

- Standardised end-to-end processes across various functions, ensuring a modern, efficient, and scalable solution.
- A fully trained workforce capable of using the new system effectively and supporting the solution independently in the future.
- Leadership teams and local networks onboard and driving the change.
- Effective user adoption through the integration of digital tools and localised training.
- Identification and inclusion of previously overlooked scope items, reducing scope creep.
- Documented end-to-end process maps, enhancing trust and collaboration among stakeholders.
- Detailed role-based "Day in the Life" journeys enabling employees to embrace new ways of working.



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