

Environmental Services | Liquid Environmental Solutions

National Environmental Services Leader Scales Operations with DCG



DCG helped LES unify financial, operational, and customer systems through a phased SPEAR-driven modernization strategy built for growth and service excellence.

About Company

Liquid Environmental Solutions (LES) is one of the country's leading providers of non-hazardous liquid waste solutions, delivering collection, transportation, treatment, and recycling services across the U.S. With a mission rooted in environmental responsibility and service excellence, LES supports thousands of commercial customers across industries. As demand expanded, LES needed modern systems to handle the complexity of scaling while supporting financial accuracy, compliance, and customer service excellence. That's when DCG stepped in with the right strategy and tools.

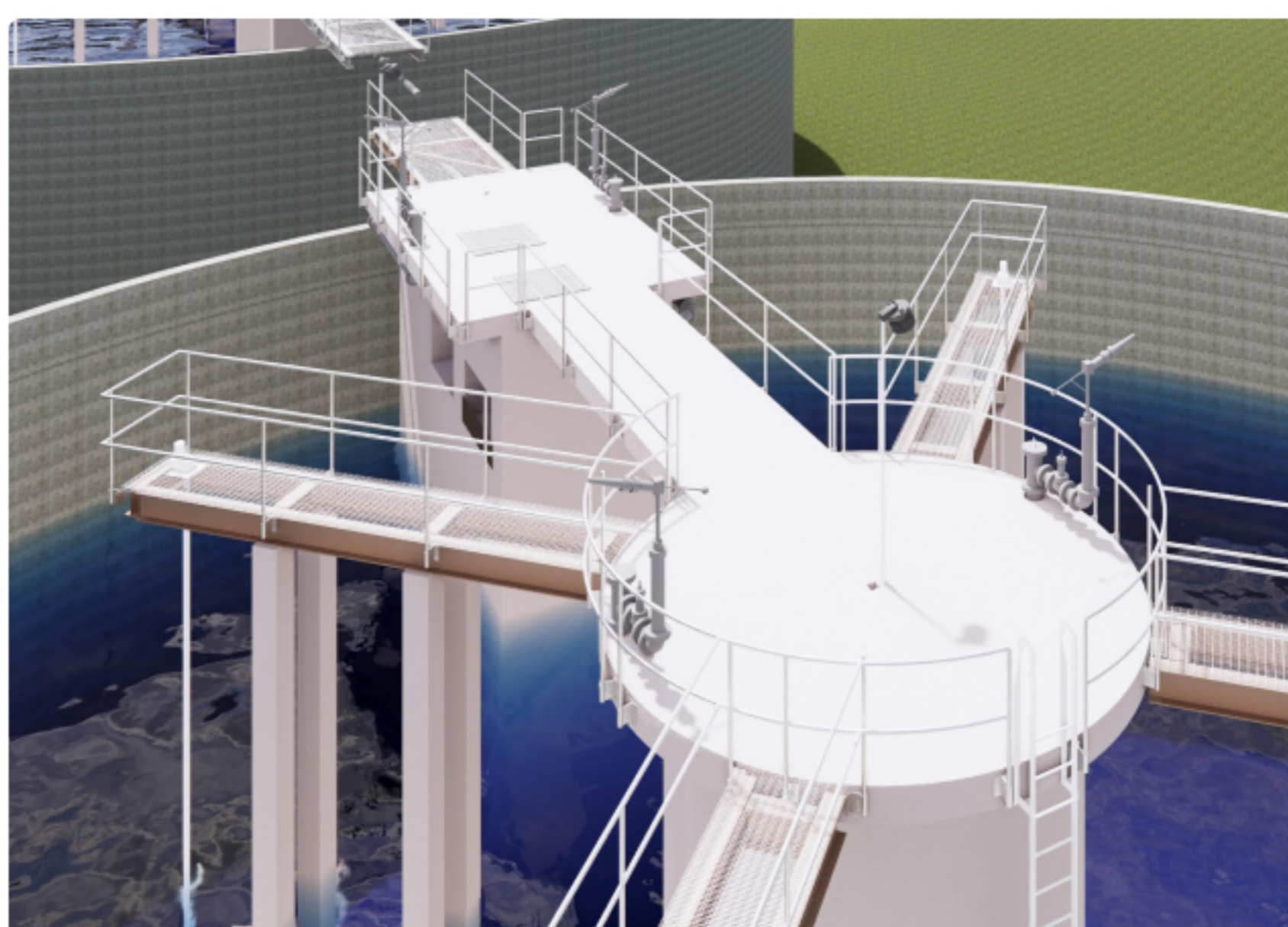
Business Overview

LES had grown rapidly, but its systems were not keeping pace. Core financial and operational processes were slowed by outdated infrastructure, disconnected platforms, and limited visibility into enterprise performance. Call center operations struggled to deliver seamless service, and field teams lacked integration across scheduling, routing, and customer management. LES needed a technology partner who could deliver enterprise-grade scalability without disrupting its essential services.

Challenges

LES faced systemic challenges that limited its ability to grow efficiently and serve customers effectively:

- **Fragmented Systems:** ERP, CRM, and call center platforms operated in silos, creating inefficiencies and duplicate data.
- **Limited Financial Accuracy:** Disconnected financial systems slowed close cycles and created reporting inconsistencies.
- **Operational Blind Spots:** Routing, scheduling, and service performance were not unified, making it difficult to optimize operations at scale.
- **Customer Service Inefficiencies:** Call center tools lacked integration with customer records, impacting response time and service quality.
- **Scaling Constraints:** Legacy systems were unable to support rapid growth or increased data volume across operations.



Technology & Approach

DCG's SPEAR-Led Transformation

DCG applied its **SPEAR Framework** to deliver clarity, prioritize initiatives, and align leadership with operators. By addressing core inefficiencies in phases, DCG enabled LES to modernize without disruption.



Critical Implementation Milestones

- Implemented Dynamics 365 ERP for financial consolidation and reporting accuracy.
- Integrated Dynamics 365 CRM with customer data for a unified service view.
- Migrated to Azure for scalable infrastructure and secure growth.
- Connected call center platforms to CRM for seamless service coordination.
- Built reporting dashboards to give executives real-time visibility into operations.

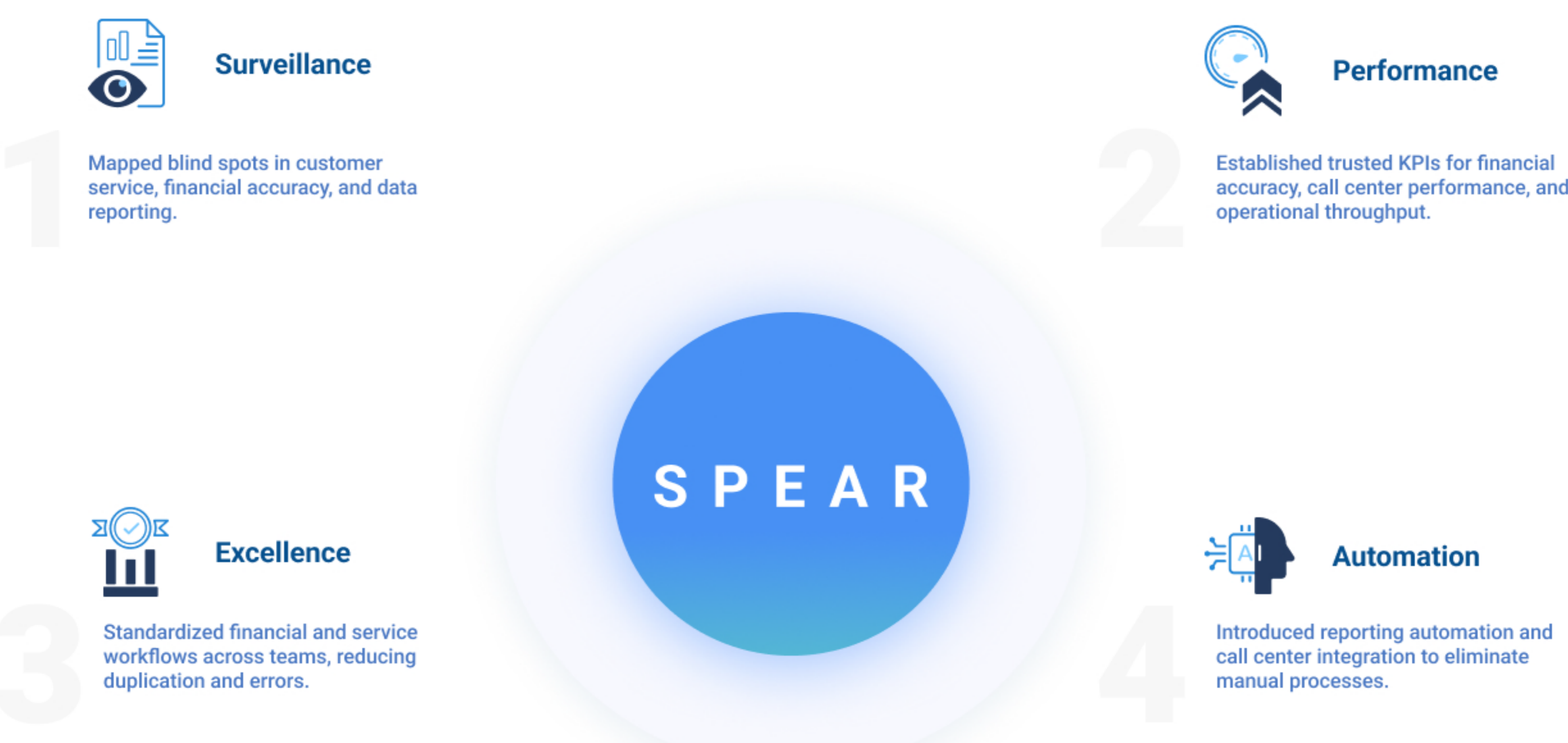


Strategic Wins

- **Financial Accuracy & Efficiency:** Faster closes, accurate reporting, and reduced reconciliation workloads.
- **Operational Scalability :** Modern ERP and Azure environment capable of supporting rapid growth and acquisitions.
- **Customer Service Excellence:** Integrated call center and CRM tools improved service quality and responsiveness.
- **Data Visibility:** Unified reporting dashboards provided executives with actionable insights across financial and service operations.

How SPEAR Made the Difference

SPEAR provided the structured progression LES needed to move from fragmented growth to disciplined, scalable enterprise operations.



Requirements & Roadmap (L1-L5)

Sequenced ERP, CRM, and call center modernization into a phased roadmap aligned to growth.



Key Benefits

Financial Visibility

Accurate, prompt reporting that scales with operations.

Operational Control

Unified systems for routing, scheduling, and call center performance.

Scalable Infrastructure

Azure-enabled environment ready for future expansion.

Customer Service Gains

Faster, more informed call center responses.

Clarity & Confidence

Leadership aligned on a roadmap that balanced modernization with day-to-day service continuity.