

Azienda Milanese Servizi
Ambientali S.p.A. (Amsa)
Milan, Italy
www.amsa.it

Industry:

Utilities

Annual Revenue:

US\$300 million

Employees:

3,147

Oracle Products & Services:

Oracle Database
Oracle Application Server
Oracle Integration

Oracle Partner:

Etnoteam S.p.A.
www.etnoteam.it

"Oracle technology has permitted the creation of a robust, secure, dependable system in which all processes focus on the ability of data from heterogeneous systems to transact." – Mario Pagani, Chief Information Officer, Amsa S.p.A.

Azienda Milanese Servizi Ambientali Optimizes Work Scheduling and Vehicle Dispatch for Improved Service to the City of Milan

Azienda Milanese Servizi Ambientali S.p.A. (Amsa) is a group of companies providing environmental and waste services to the city of Milan and neighboring communities. The company provides more than 60 services, from street cleaning and waste management to planning emergency procedures in the event of an environmental threat.

Challenges

- Improve the efficiency of Amsa's business processes and its ability to plan and schedule work efficiently
- Track the status of work in progress and gain insight into the company's operations
- Improve the level of service that Amsa delivers to the citizens of Milan
- Determine optimum routes and dispatch schedules for Amsa vehicles

Solution

- Improved operational efficiency by creating a centralized data repository as the core of a modern IT infrastructure based on a single instance of Oracle Database 10g
- Gained the ability to respond more promptly to demands for Amsa services
- Automated previously disjointed business processes by integrating data from applications based on heterogeneous operating systems and databases, using Oracle Integration and Oracle Application Server 10g
- Gained the ability to plan and track the itinerary and location of vehicles and equipment by using Oracle's support for mapping data, radio frequency identification (RFID), and global positioning system (GPS) technologies
- Enabled hundreds of thousands of transactions to be processed efficiently every day
- Created a reliable and scalable information-driven operational management system
- Worked with Etnoteam to reduce risk and accelerate implementation