SixPivot

RESOURCE HUB CASE STUDY

How SixPivot Helped Turn Waste Management Insight into an Industry-Leading Application

AT A GLANCE

Challenges

- Inefficient, time consuming auditing process
- Reliant on one person with all the knowledge
- No customisation

Benefits

- Increased efficiency
- Increased margin
- Cost-effective for clients
- Future growth potential
- Consistent service quality

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"I don't think there are any firms that get to the heart of the problem you're trying to solve like SixPivot does. Their understanding of our industry meant we could dive right in without wasting time on context-setting. What set them apart was their ability to communicate effectively with every team member, from the tech-savvy to the operationally focused."

Lacey Webb

Resource Hub

INTRODUCTION

Resource Hub is an Australian waste management consultancy specialising in waste levy management, data administration, and operational efficiency for government and commercial waste organisations. Resource Hub works with 90% of waste levy zone facilities in Queensland and is expanding its reach across Australia.

CHALLENGE

As Resource Hub grew from a one-woman operation to a team of professionals, the need for a standardised, efficient auditing system became apparent. With her 20 years of industry experience, Founder Lacey Webb created comprehensive checklists and processes, but these resources were kept in her head or basic spreadsheets. To scale the business and maintain consistency in service delivery, Resource Hub needed a digital solution that could:

1. Capture Webb's extensive knowledge and standardise the auditing process
2. Allow less experienced team members to conduct thorough audits
3. Improve the efficiency of report generation
4. Provide customisable audits based on facility type and location

SOLUTION

SixPivot developed Audrri (Auditing the Resource Recovery Industry), an industry-specific auditing tool designed to:

- Provide a comprehensive audit framework
- Include pre-loaded questions, mitigating risks, and contingent actions
- Align with industry best practices and regulations
- Allow for modular assessments based on facility type (e.g., landfill, transfer station)
- Generate reports quickly and efficiently

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Got a project for us?
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PARTNERSHIP

When choosing a development partner for Audrri, Resource Hub's decision to work with SixPivot was based on a mix of professional expertise and personal trust. A combination of industry insight, clear communication, and adaptability made SixPivot the ideal partner for Resource Hub's ambitious project.

"Their strong reputation gave us confidence, but it was their flexible project management that impressed us. As a growing startup, we needed a partner who could adapt to our changing needs and timelines. SixPivot delivered on all fronts," says Lacey.

COLLABORATION

The development of Audrri demonstrates SixPivot's strategic approach to product development.

"Having worked with Lacey years ago, she approached us after reaching the limits of existing commercial solutions. Rather than jumping straight into custom development, we advised her to prove her concept using customisations of her existing tools first. This approach allowed Resource Hub to validate their ideas before investing significantly." - Chris Gilbert, Consulting Director & Principal Consultant, SixPivot

Key aspects of the development process included:

- Agile methodology with transparent progress tracking
- Rapid iteration through mock-ups
- Focus on maximum ROI
- Regular communication and seamless team transitions

IMPACT

The implementation of Audrri has led to significant improvements for Resource Hub and its clients:

1. Increased efficiency: Report generation time has been cut by more than half
2. Improved margins: The streamlined process has more than doubled profit margins
3. Consistent service quality: Less experienced team members can now conduct thorough audits
4. Expanded service offerings: The tool has allowed Resource Hub to identify new opportunities in the industry
5. Cost-effective for clients: Resource Hub has maintained pricing while others in the industry have increased their rates

KEY TAKEAWAYS

- Comprehensive, scalable solution
- Seamless collaboration and communication
- Increased efficiency and margin
- Solved immediate needs, and positioned Resource Hub for future growth
- Trusted partnership

"We're not just stopping at internal use. We're developing 'Audrri Onsite' for client self-service, exploring versions for state regulators, and even considering expansions beyond waste management. Audrri's potential is massive, and we're excited to see where she takes us next."

Lacey Webb
Resource Hub

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