

PARTNER SUCCESS STORY:

Community Waste Disposal

Community Waste Disposal Gains Reliable Support and Integration with Enavate

About Community Waste Disposal

Community Waste Disposal (CWD) is the largest privately owned waste management company in North Texas. Based in Dallas, the company employs over 500 people, most of whom serve in operational roles such as driving collection trucks, sorting waste, and maintaining equipment. With one central location and service across dozens of municipalities within a 50-mile radius, CWD relies on dependable systems to keep operations and financial reporting moving efficiently.

Too Many Workarounds Without Reliable Support

CWD used Microsoft Dynamics SL (Solomon) as its core financial system. While functional, the system required ongoing customization and support that had become difficult to secure.

The company's primary outside resource for Solomon became unreliable. When issues arose — especially during month-end close — internal teams often waited weeks for fixes that could have been solved in minutes. Microsoft's direct support was available but involved long troubleshooting workflows and little urgency. Meanwhile, without the deep, specialized understanding of SL's backend, CWD's lean IT staff was unable to troubleshoot and solve these problems on their own.



CommunityWasteDisposal.com
Since 1986

PRODUCTS AND SERVICES:

Upgrading Microsoft Dynamics SL

INDUSTRY:

Waste Management Services

ORGANIZATION SIZE:

500

COUNTRY:

United States

"It just became a real pain point. When accounting is trying to close the books and our resource isn't available, we don't know where to turn," said William Moreno, IT and Facility Manager of CWD.

The lack of reliable support delayed projects and wasted budget on ineffective patchwork solutions. It left the team stuck with tools that were hard to manage and poorly integrated.

Enavate Delivers the Integrations and Support CWD Needed

CWD learned of Enavate through a referral while pursuing a separate project. After speaking with another organization that had successfully worked with Enavate, CWD reached out. The first project Enavate delivered was an integration between Vision360, an invoice management platform, and Dynamics SL. Enavate connected the third-party cloud tool to SL so invoices could route, gain approval, and record accurately without manual workarounds.

"We had a custom setup for Solomon, and we wanted to continue to use that custom setup and didn't necessarily want a cookie-cutter solution. I'm really glad we were able to work with Enavate and get that set up because it's been great," said William.

From there, the partnership expanded quickly. Enavate:

- Implemented the Wells Fargo Payment Manager integration for automated payment processing.
- Supported connections with Salesforce for better data flow.
- Helped consolidate tools by replacing outdated or overly complex systems with streamlined, well-supported solutions.

Enavate also became CWD's Microsoft Partner of Record, transferring renewals, licenses, and support contracts from their previous partner.



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William Moreno
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Turning Technology Challenges into Business Wins with Enavate

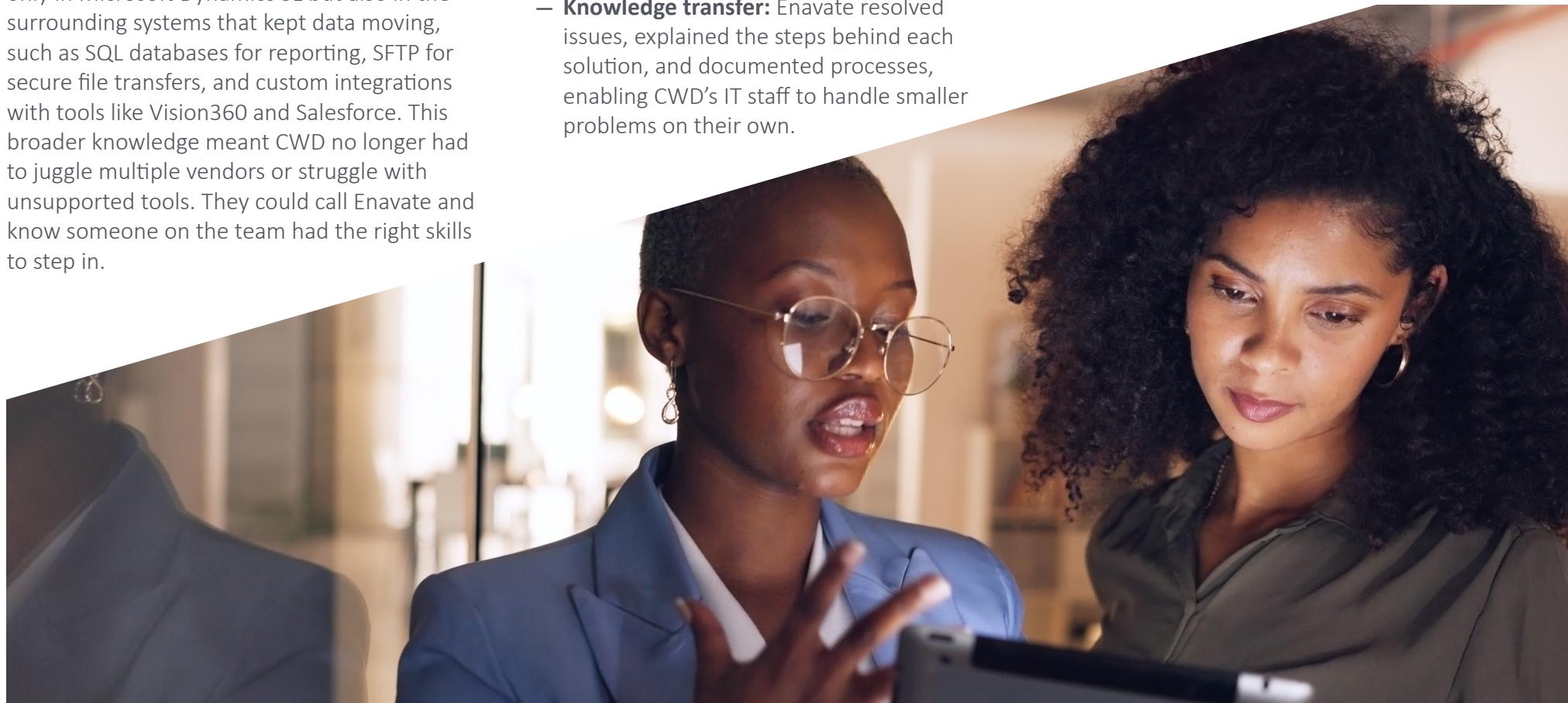
CWD gained an IT partner that could resolve problems quickly and guide their long-term growth. Instead of depending on one outside contractor whose availability was uncertain, the company now had access to an entire team at Enavate. That team brought expertise not only in Microsoft Dynamics SL but also in the surrounding systems that kept data moving, such as SQL databases for reporting, SFTP for secure file transfers, and custom integrations with tools like Vision360 and Salesforce. This broader knowledge meant CWD no longer had to juggle multiple vendors or struggle with unsupported tools. They could call Enavate and know someone on the team had the right skills to step in.

Key outcomes include:

- **Responsive support:** Enavate staff could step in right away rather than leaving CWD waiting weeks for fixes.
- **Transparent project management:** Clear estimates, monthly reporting, and billing only for the actual hours used gave CWD confidence in Enavate's cost and ability to continually deliver.
- **Knowledge transfer:** Enavate resolved issues, explained the steps behind each solution, and documented processes, enabling CWD's IT staff to handle smaller problems on their own.

- **Tool consolidation:** Enavate replaced multiple niche platforms with a single supported solution, reducing CWD's vendor dependency while simplifying data integrations

"They turned what was a thorn into something wonderful — one tool, one point of contact, and a team that knows how to support it," said William.





Enavate Delivers What They Promise

CWD continues to rely on Enavate for ongoing projects, including plans to migrate from on-premises Dynamics SL to Microsoft Dynamics 365 Business Central in the cloud.

"I've worked with a lot of vendors. Enavate delivers what they promise. They're professional, down-to-earth, and every project with them has been successful."



William Moreno
IT and Facility Manager
CWD

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