



Case Study: Marin Sanitary Services

Marin Sanitary Services is an existing i-Pak customer who supports 30,000+ customers, a transfer station and an MRF. Marin suffered a critical hardware failure to the main production server that handled all operational activities. Their scale houses could not produce tickets so they were forced to perform manual updates. Marin operates a busy public MRF and they needed scale tickets up and running ASAP. To expedite the change to the Soft-Pak web based solution, Marin express delivered their existing backup tapes with hopes of immediately restoring service.

The initial concern was the ability to get Marin back on line as soon as possible. Given the tape delivery at 8am the following day, the Soft-Pak IT and conversion team went to work and had the scale operating via the web within a few hours. Eventually Soft-Pak restored the entire data files and full service was restored for management and customer service representatives.

Coincidentally, just weeks prior to the hardware failure, Marin's management had been reviewing the pros and cons of switching from server based to web based. The unfortunate hardware failure expedited their long term decision process as Marin immediately knew they did not want to be in the data storage / disaster recovery business any longer. Since the switch, Marin has not been down once and they continue to grow their business while adding new Soft-Pak software modules to better service their customers.

Soft-Pak has been providing waste and recycling software solution for more than 25 years, offering solutions for both small and large hauling operations. Soft-Pak software is licensed via a server or web based solutions. Soft-Pak continues to be the leading choice for waste and recycling companies throughout North America.