MICROLAND®
Making digital happen



Creating the Digital Backbone for A Leading American Environmental Services Provider

CLIENT

The customer is an environmental services provider operating in US and Canada & offers waste management services to over 21 Million customers including residential, industrial & municipal customers.

CHALLENGE

With a large network of offices & operationally critical sites catering to the everyday needs of millions of customers spread across the continent, the customer was under tremendous pressure due to the following,

- Their network largely consisted of legacy MPLS connections; with severe bandwidth utilization issues causing significant impact on the employee productivity and operations of the trucking fleet.
- The incumbent transport provider also provided NOC services, which were slow and reactive in their support and often charged significant amount for changes.
- The customer had to completely transform network infrastructure in 1200+ sites – including circuits, LAN, and WAN – all in under 12 months

SOLUTION

The customer was planning to transform the network backbone across 1,200+ sites in under a year. Microland scaled up a team of 20+ engineers and began to collaborate deeply with the customer & their chosen technology provider – Fortinet.

We knew that the key to achieving customer's goal had everything to do with creating a project plan with an excruciating level of detail, and then being extremely agile in executing it.

To achieve the targeted timelines, Microland had to achieve a velocity of 15 sites per day with minimal impact to the business due to network downtimes, so all transformation-related activities had to be done during off-business hours.

- From planning perspective, it was crucial for Microland to understand the requirements, supply chain capabilities of Fortinet as well as the resources required for Project Management & onsite & offshore technical support
- From design perspective, it was critical to understand the existing configuration at all the customer's locations; assimilate them into design patterns, test the dominant patterns in a lab environment – not only from a technology perspective but also the operational process to deploy the technology
- From project plan perspective, Microland had to create a detailed site-wise plan that could achieve the velocity required to complete the network transformation within the timelines and budget allocated.
- From deployment perspective, it was vital to have an agile project plan to achieve velocity of transforming 15 sites/day; accounting for all associated risks which could cause delays including site readiness, logistical issues etc.

OUTCOMES

Microland not only managed to achieve the transformation project timelines but also **reduced the customer's IT operating cost by 65%** and increased their operational agility manifold.

Microland managed to

- Reduce per site deployment duration from **90 days to 2 days**
- Upgrade configuration standards and OS patches in 75% less time than it used to take when done manually

More importantly, the project helped drive business productivity into customer's critical sites. The customer no longer required personnel to be onsite to control compactors in the landfills, they could be working from home or anywhere – a huge advantage in a Covid-19 world.

Rapid site deployment rate brought about new capabilities in Business Continuity Planning as well as greatly reducing merger & acquisition execution to integrate networks for the customer. One such situation was the Californian wildfires, when the customer was able to respond swiftly and bring transfer stations back online withing days.

For our rapid transformation of Customer's network, Microland won the prestigious Digital Innovation Award from ISG – one of only 25 given last year, and the only one related to network transformation.



21 Million+
Customers



26,000+
Transfer Vehicles



1,200+ Sites
including landfills, recycling plants, power production plants

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About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted Digital Innovations partner to enterprises globally in their digital transformation journey.

Microland's delivery of digital and "Making Digital Happen" allows technology to do more and intrude less. We make it easier for enterprises to adopt nextGen Digital infrastructure. We enable this using our expertise in Cloud and Data Centers, Networks, Digital Workplace, Cybersecurity, Industrial IoT and Automation- ensuring the embrace of brilliance is predictable, reliable, and stable.

Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 4,500 digital specialists across its offices in India, United States, Europe, Middle East, Singapore and Australia.

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