Creating The Digital Backbone For A Leading North American Environmental Services Provider Enabling True Business Agility, Operational Efficiency And Personnel Safety

Microland's customer is the leading provider of comprehensive waste management in North America, providing services that range from collection and disposal to recycling and renewable energy generation. It offers environmental services to nearly 21 million residential, industrial, municipal and commercial customers in the United States, Canada, and Puerto Rico. With 26,000 collection and transfer vehicles, they have the largest trucking fleet in the waste industry.

The customer initiated a Digital Transformation program as a way of driving competitive advantage in the marketplace. They recognized that enabling their company's sales, service, & operations functions to seamlessly operate between a physical and a digital world would require significant strengthening of their technology foundation.

The transformation program scope involved moving several key HR and Finance applications to the Cloud and enhancement of infrastructure and application monitoring. In addition, a key objective was enhancing both customer and employee experience by deploying a new cloud hosted employee engagement application and driving communication / collaboration using Video channel instead of just voice / mails.

The customer had the foresight to realize that it needed to transform the underlying network to being more Modern so that it can support the new demands of the digital transformation program. For too long, the company's operational performance was being severely constrained by an over-priced, under-sized legacy network fabric. The customer decided to transform its network infrastructure to a more modern software defined network. The primary goals of this network change program included accessing Cloud hosted applications with enhanced performance, ability to stream/watch real time video, reduce cycle time to setup a new site, etc.

The customer knew they required a partner that had deep experience and history in transforming networks but also one that would adopt their business goals as their own and deliver to a very aggressive time commitment. The deadline pressure was significant considering that the current telecom service provider's contract was coming up for renewal. Microland's 30-year tenure in managing complex networks made their choice of partner an easy one.

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info@microland.com
www.microland.com

The challenge at hand was daunting. "Can't-miss commitments" were made to migrate all 1,150 customer sites, including field offices, landfills, call centers, transfer stations, market area offices and corporate offices, in just 9 months.

The scope of work involved a complete re-architecture of the network as well as advanced embedded security concepts such as malware analysis and message decryption & inspection. The transformation required a wholesale change in both equipment and transport providers involving 500 circuits and 5,000 network devices – all to be seamlessly changed without negatively impacting the business.

9 Months
1,150 Customer Sites
100+ Applications
500 Circuits
5,000 Network devices

Microland also deployed and configured SDWAN-footprint boxes that are now small enough to fit into truck making them a significant Industrial IoT enabler. By switching off the tablets currently being used that have single cell carrier with coverage issues, and moving to SDWAN small devices on the truck, the trucks are now "always on" enabling continuous data flow to realise Industrial IoT use cases like path optimization, predictive maintenance which earlier were impacted by the coverage issues.

While Microland provided hands-on technical configuration and assurance testing of the complete solution, the highest value came in the form of the tight coordination and governance applied in an agile manner to assure all deployment goals were met. This required development of robust procedures that were able to sustain deployment velocity despite individual site issues that always arise, along with precision scheduling and execution of numerous third parties as well as equipment and transport logistics.

Benefits that have been already realized include a 32X increase in network performance, a 40% reduction in total cost and a phenomenal reduction of cycle time from 3 months to just 2 days to execute new site deployments. The ability to reconfigure a site by simply moving the SDWAN endpoint, and not having to have new circuit trench dug also had positive business experience. Real time video streaming has enabled better customer experience including changing of truck routing and scheduling based on live streams of what customer sites look like. Critical business processes such as assuring truck driver personnel safety and adaptive reconfiguration of landfill sites have been significantly improved by leveraging the new digital backbone.

32x increase in network performance
40% reduction in total cost
Reduction in cycle time to 2 days

With Microland as a key partner, next on the table is to continue to leverage the benefits of an improved network further into Customer's other key business processes.

About Microland
Microland's delivery of digital is all about making technology do more and intrude less. As we help enterprises move to nextGen technologies, we make sure this embrace of brilliance is predictable, reliable and stable. Incorporated in 1989 and headquartered in Bengaluru, India, Microland comprises more than 4,500+ digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.

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