

CASE STUDY

Transforming a Modern Transportation Company's Communications Environment

MetTel's voice, network, and mobility solutions deliver true digital transformation.

Customer

Operating in nearly every state across the U.S., our customer is a leader in the environmental services industry. Through its subsidiaries, the Company provides its millions of customers with the most complete set of products and services, including recycling, solid waste removal, special waste removal, hazardous waste disposal, container rental and field services. Their industry-leading commitments to advance circularity, reduce emissions, and decarbonize operations are helping deliver on a vision to partner with customers to create a more sustainable world.

Challenge

The company initially had a POTS (Plain Old Telephone Service) challenge. As a result of acquisitions, the company had hundreds of different telephony providers across their many U.S. locations. This resulted in inefficiency and resource drain; legacy technology and system incompatibility; lack of transparency; poor quality; and unnecessary expenses.

After successfully addressing their POTS issue, the company sought to upgrade its entire network to replace aging Cisco equipment, diversify access, increase bandwidth, and modernize network infrastructure. Our client also saw an opportunity to better connect their drivers and field teams.

Summary

COMPANY PROFILE

- Leader in environmental services industry
- Products and services include recycling, solid and special waste removal, hazardous waste disposal, container rental, and field services
- Serving millions of customers in nearly every U.S. state

CHALLENGE

- Legacy POTS infrastructure resulted in inefficiency; incompatibility; poor quality; unnecessary expense
- Needed access diversity, greater bandwidth, and modernization of outdated and aging network and equipment
- Better connect 15,000 – 20,000 drivers and field teams with wireless devices
- End-to-end mobility management for 40,000 employees

FEATURED SOLUTION

- POTS Transformation
- Managed SD-WAN
- Fully Managed Network Services
- Single SIM
- MDaaS (Mobile Device as a Service)

KEY RESULTS

- Feature-rich, modern digital voice network at a much lower cost
- Full network upgrade across the entire organization, resulting in increased transparency, resiliency, security, and bandwidth
- Relieved administrative burden of configuring and deploying approximately 20,000 tablets and 40,000 smartphones throughout the organization
- MetTel Single SIM ensures 100% connectivity with drivers and field teams
- Fully managed solutions by MetTel result in time and cost savings; enhanced visibility; optimization; greater ability to focus on core objectives.

Solution

MetTel first engaged with this company to help them with their POTS (Plain Old Telephone Service) challenge. Our industry-leading POTS Transformation solution consolidated thousands of their legacy phone lines across the country and upgraded them to a modern digital voice network.

Upon the successful completion of this project, we moved onto our customer's next challenge, which was to upgrade their entire legacy network with managed SD-WAN, providing enhanced connectivity across their organization.

To address the need to better connect drivers and field crew, MetTel was able to configure and deploy close to 20,000 tablets across the U.S. MetTel equipped the tablets with our Single SIM technology, which intelligently roams to find the strongest signal in any location – regardless of carrier – and maintains steady, consistent connectivity. By leveraging an extensive network of 650+ carriers across 165 countries, devices always stay connected, crucial to field workers who are always on the go from location to location.

Most recently, MetTel helped our customer with their complete end-to-end enterprise mobility program. Leveraging our MDaaS (Mobile Device as a Service) solution, our 100,000 square foot warehouse handles the staging, kitting, configuration, and shipping of smartphones and tablets, as well as returns and repairs, for our customer's 40,000 employees.

ABOUT METTEL

MetTel is a global communications solutions provider for businesses and government agencies. We design and deploy tailored connectivity and networking solutions for voice, data, mobility, and IoT by leveraging our global private network and the industry's broadest portfolio of innovative technology. Recognized as a current Leader in the Gartner Magic Quadrant for Managed Network Services, we digitally transform legacy networks with intelligence, security, and dedicated solutions management. This unique combination of solution design, deployment, and management creates an unparalleled customer experience with enhanced productivity and cost-savings, freeing organizations to focus on their core operations. For more information visit mettel.net, follow us on [LinkedIn](#), or call us directly at (877) 963-8663. MetTel. Connect Smarter.™

Impact

MODERN, CONSOLIDATED VOICE NETWORK

Our industry-leading POTS Transformation solution consolidated thousands of their legacy phone lines across the country and upgraded them to a modern digital voice network. This gave our customer one consistent, reliable, and feature-rich voice network at a much lower cost. In addition, they had complete transparency into their entire network, and one invoice through one provider.

ENHANCED CONNECTIVITY ACROSS ORGANIZATION

To help our customer with their legacy network challenge, MetTel deployed its managed SD-WAN solution, which upgraded their entire network. This provided them with enhanced connectivity across their organization; full transparency into their network; redundancy; resilience; heightened security; and more bandwidth at a lower cost.

MANAGED FIELD CONNECTIVITY

When the company wanted to better connect their drivers and field crew, MetTel helped them by managing the logistics of configuring and deploying 15,000 – 20,000 tablets across the U.S. This removed a heavy administrative burden, giving hundreds of hours back to the team so that they could focus on their core objectives.

ALWAYS ON THE GRID

MetTel equipped the driver and field team tablets with our Single SIM technology. By leveraging an extensive network of 650+ carriers across 165 countries, devices always stay connected, and our customer's drivers and field teams are never off the grid, greatly enhancing communication, data flow, and productivity.

MOBILE DEVICE AS A SERVICE

Through our MDaaS (Mobile Device as a Service) solution, we handle everything including connectivity and access; cross-carrier pooling; staging, kitting, configuration, and shipping of devices; and returns and repairs for our customer's 40,000 employees. This removes yet another administrative burden for the company, while providing centralized control, enhanced employee relations, and heightened security.

FULLY MANAGED NETWORK SERVICES

Our expert ongoing management and dedicated 24/7 support of all these solutions remove the time and resource consuming strain from our customer, allowing them to focus on their core business.