



# Modernising communications the easy way

O<sub>2</sub> Gurus helped B&M Waste Services upgrade its communication systems with zero disruption to business.



## Real-time communications

B&M Waste Services needed to update its communications with the drivers of a fleet of more than 60 waste collection vehicles. They needed real-time information about where the vehicles were so they could update drivers and customers with the latest information.

## Work smarter

O<sub>2</sub> provided tablets and in-dash data SIMs for B&M's entire fleet of over 60 vehicles, as well as mobile devices for more than 300 employees and data sims for IoT sensors. Employees now have real-time information of where each vehicle is at any given time and updates for events in the field.

## No business disruption or cost of change

Transfer to the new devices was handled with zero disruption across six sites, with O<sub>2</sub> Gurus on hand to help with unboxing, app installation, data transfer, security set-up and more. Company management said the deployment would have been impossible without the unique, hands-on expertise and presence of the O<sub>2</sub> Gurus. O<sub>2</sub> has since been advising on new business processes emerging from the improved technological capability.

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From the beginning of our discussions with O<sub>2</sub>, they listened to us, did what they said they would and very much put the customer first. I had great faith they would deliver what they promised with no disruption to the business, and that's exactly what they did.

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**Andrew Waland, IT Systems Manager**



## A forward-looking digital strategy

The team at B&M Waste Services were aware that they needed to upgrade their communications systems in order to provide a modern, fully connected service for their clients. O<sub>2</sub> advised on providing mobile devices for employees, as well as data SIMs and tablets for vehicles and IoT-style sensors for bins that can communicate when they're ready for collection.

O<sub>2</sub>'s secure, reliable 4G network and ongoing support for B&M's digital vision were key factors in winning the contract, as well as the promise of easy transfer with no downtime.

"The new technology means that we no longer require route sheets that drivers have to fill in while they're out in the field," says Jayne Kennedy, Marketing Manager at B&M Waste Services.

"The tablets are filled in in real time and the data is processed straight back to the depot.

"So the customer can have up to date, accurate information, there and then. It allows our service team in the office, who may be speaking directly with customers, to communicate in real time what's happening out in the field."

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I've got nothing but praise for O<sub>2</sub>'s account management team, and onboarding team who've delivered everything we've asked and beyond in some cases. Their migration planning and execution was exceptional – we couldn't have wished for a better transition.

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**Andrew Waland, IT Systems Manager**





## Easy, hassle-free deployment

B&M Waste Services were particularly concerned about the potential for disruption. With a busy schedule, they couldn't afford any downtime. To this end, the O<sub>2</sub> Gurus – experts in O<sub>2</sub> devices and technology – were on hand to support the changeover at each of the six sites. They assisted with everything from unboxing phones to installing business applications, transferring data from old devices to new, setting up PINs, security and email, as well as answering any questions from employees.

“All the little jobs that the O<sub>2</sub> Gurus took charge of would have taken several days and caused a lot of disruption if we'd done it by ourselves,” says Andrew Waland. “Having that extra support meant zero disruption for the business and each site was turned around in just one day – we went from A to Z in a week!”

“Previously, the expansion into mobile devices was prohibited by cost. But the package that O<sub>2</sub> put forward has enabled us to quite aggressively expand, replace a lot of hardware and actually change our business processes now that we have fast, reliable data across the business.”

## Benefits for B&M Waste Services:

- **All numbers transferred with zero disruption** – 320 numbers across six sites
- **O<sub>2</sub> Gurus on all sites** – helping staff with everything from unboxing to setting up apps, security, email set-up and transferring data
- **Allocation of SIMs and devices** – new devices assigned and installed, so the right people got the right device promptly
- **Migration planning** – O<sub>2</sub> arranged port dates and times for each site, with face-to-face assistance

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Migration is a key factor with larger businesses, and we do it better than anyone. B&M Waste Services often told us that they couldn't have done it without the O<sub>2</sub> Gurus on hand across each of their six offices, making sure they had a seamless transition each day, moving more than 300 numbers across six sites.

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**Rob Easton, Field Acquisition Manager, O<sub>2</sub>**

**O<sub>2</sub>**



## About B&M Waste Services

B&M Waste Service offers a recycling-led, carbon-neutral waste management solution to businesses across the UK. They advise businesses to make sure they're recycling, reusing and reducing waste as much as possible, to reduce their carbon footprint and ensure compliance. No waste that can be recycled is sent to landfill, instead it's converted into green energy.

Based in The Wirral (Head Office) for the last 60 years, the family-run business has more than 230 employees and a fleet of more than 60 vehicles. They've achieved £6m growth within the last four years and are currently working towards a further £4m growth target.

Read more customer stories at:

[www.o2.co.uk/enterprise/insights](http://www.o2.co.uk/enterprise/insights)

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O<sub>2</sub> are a good fit to work with us as they seem to have the same values: good customer services, letting people know what's going on, being reliable, being responsive, and where necessary, being proactive, treating people as they'd like to be treated.

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**Andrew Waland, IT Systems Manager**

**O<sub>2</sub>**  
**business**