

Urbaser saves over £500,000 with Radius Connect and Vodafone

About

Urbaser is a leading waste management and environmental services company committed to delivering sustainable solutions in the United Kingdom. It aims to help businesses and communities manage their waste efficiently, reduce their environmental footprint and promote a cleaner, healthier environment.

Its services include waste collection, recycling, street cleaning and environmental consultancy, and Urbaser understands the importance of sustainability and environmentally responsible solutions.

Challenge

After an impressive company growth, Urbaser found that their mobile solution was lacking. The company's previous mobile service provider was unable to keep up with its rapid development and was not providing the level of customer service Urbaser was looking for.

The company faced several issues with its contracted service. The team experienced issues with its data usage, having to overspend on data frequently, and their provider lacked the flexibility they needed.

In addition to this, the company was moving from manually filled in sheets to a mobile app. This further solidified a need for the company to find a more suitable mobile service provider.



"The big wins are the customer service and the reduction in our bills. From a company point of view, the cost savings have been tremendous. The figures predict around half a million pounds in savings over three years, which we would never have thought was possible."

**Denise Thompson,
Office Manager and PA to the
company directors**



The solution

Urbaser needed a solution tailored to its needs, and one that would grow with the company's rapid rate of expansion.

Radius was 'by far the best option' as Denise Thompson, Office Manager, put it.

Radius Connect provided Urbaser with 720 mobile connections that allowed its operatives to communicate with ease. This helped momentarily with the company's digital transformation.

Our team met with Urbaser to find out more about its needs and identify problem areas. We sent our engineers on site to run diagnostics on which network could provide optimal coverage. In this case, the most suitable provider was Vodafone, one of the UK's best networks, known for its vast coverage.

We then created a solution that gave the company the best possible tariffs, paired with the best value mobile devices. The transition resulted in huge cost savings for the company, of an estimated half a million pounds over three years, compared to their previous provider.

The team at Urbaser praised Radius' service desk for excellent customer support and rapid turnaround times, citing that their emails are replied to within the hour. The Radius Connect solution and support gives Urbaser the freedom to communicate without limits and do what they do best. Urbaser is now working with Radius Connect to replace its telecoms and broadband systems as well.



Easily scalable with rapid deployment



Reliable and resilient service



720 mobile connections provided



Supporting Urbaser's digital transformation