



“We undertook a complete audit of our I.T. Infrastructure.
As a result of using APM, the cost savings delivered have been remarkable.”

Dean Glass, ICT Operations Manager, Viridor

power to you



Application Performance Management (APM) helps Viridor improve its green I.T.



What we helped Viridor achieve

We installed the APM diagnostic software across the Viridor network and within hours the customer was able to pinpoint exactly why their network applications were running slowly. We reconfigured the network architecture, prioritised time critical data traffic applications and increased data bandwidth capacity between sites.

Some of the key benefits we brought to Viridor:

- Demonstrated return on investment (ROI) was within 12 months, saving the customer £14,000 per month
- Significantly reduced wide area network (WAN) traffic by 50% to free up network capacity for critical applications
- Massive gains in performance for key applications; up to 90% for Microsoft® files
- Accelerated the real-time speed and performance of a slow vehicle scheduling system into a smooth-running operation.

The challenges we had to overcome

Viridor is one of the UK's leading resource and waste management companies, serving over 80 local authorities and thousands of private customers. Their aim is to protect human health and the environment by safely, responsibly and efficiently managing society's waste, and by maximising recycling and resource efficiency.

With thousands of recycling sites around the UK, Viridor's transport logistics software has to determine the most cost-effective distribution and collection routes. Collection from recycling sites must be timed to avoid lorries returning with half loads, which accrues additional mileage and operational costs, and generates extra emissions.

Following customer complaints, Viridor realised their network was no longer fit for purpose. Their business-critical applications performed erratically, disrupting scheduling of the waste management lorries, often leaving them out of commission and unable to generate revenue. Viridor had to resort to time-consuming manual processes to overcome the bottlenecks, leading to frustration, reduced throughput and loss of revenue. The problem was compounded, as Viridor successfully grew as a company with more sites and more employees.

How we helped

We suggested Viridor would benefit from our Application Performance Management (APM) product. This is a diagnostic tool to show Viridor the performance of all the applications running on their WAN, and ensures business-critical applications have the network priority they need. Key to their approval was our compelling business case for ROI, which showed that costly network upgrades could be avoided simply by running APM.

With APM in place, Viridor saw a reduction in WAN traffic volumes, with improved application response times for users across the WAN. In just one month, Viridor saw a reduction of 50% in their WAN traffic, with improved response times of up to 90% for Microsoft® Common Internet File System (CIFS) files and 70% faster page loading times for Internet web pages.

To find out more, please contact your
Account Manager or call us on **0800 092 5825**

enterprise.vodafone.co.uk

© 2013. Vodafone Limited. Vodafone House, The Connection, Newbury, Berkshire RG14 2FN
Registered in England No. 1471587

