



**SECURE**  
**AGILITY**

## CASE STUDY

# Managed services switch drives transformation at recycling and water company REMONDIS

### Success with Secure Agility

With a distributed presence across Australia, waste management and recycling group REMONDIS needed to move its infrastructure and network quickly to avoid disruption, and it was a transformation that was not prompted by COVID-19.

As one of Australia's leading waste management companies, REMONDIS with its partner network, builds and operates material recovery facilities, transfer stations, organic processing plants and community drop off centres across the country.

With its environment having increased demands placed on it in recent years, REMONDIS was seeking a more flexible, scalable infrastructure that will grow with the business.

**REMONDIS®**

**Better staff productivity,  
network connectivity  
and less downtime were  
immediate business  
benefits.**



## Meeting a managed services deadline

Many organisations have been forced to transform their operations recently, but at REMONDIS there was another urgent factor. The company was engaged with another supplier which wanted to cease providing managed services, leaving REMONDIS with only a short 12-month window to find a new partner for its infrastructure, network, and end-user computing needs.

## The challenges of a distributed environment

With around 390 office based staff in 30 sites across mainland Australia, REMONDIS faced numerous challenges with the quality of its network and end user experience.

There was one data centre but the company did not have dual data centres for redundancy and downtime was a problem.

With many locations around the greater Sydney metropolitan area, including areas where connectivity is poor, staff were experiencing problems using the existing remote access solution with the distributed nature of REMONDIS' network.

Charlie Tannous, Director of Technology at Secure Agility, said the technical challenges meant staff were struggling with productivity even in an office environment, let alone remotely.

"This environment has had increased demands placed on it in recent years and REMONDIS needed a more flexible, scalable infrastructure that would grow with the business," Tannous says.

***"REMONDIS wanted a partner, not just another managed service supplier. With a sharp focus on security, we worked with the team to redesign and deploy a whole new environment to enable business transformation,"***

**Charlie Tannous**, Technology Director,  
Secure Agility

## From transition to transformation

With the deadline looming, REMONDIS went through a vendor evaluation process and selected Secure Agility as partner.

National ICT Manager, Indrani Lodh, says it wasn't really a transition, but a transformation.

"The whole transformation project was done on Teams with 19 people, who showed it is possible to work efficiently inside or outside an office," Lodh says. "The project ran for seven to eight months, and that included a discovery phase for about six weeks. After that we moved everything from A to Z. And we actually delivered it on time because we didn't have a choice, we had a cut-off date."

"We needed a partner, not a vendor and had confidence in Secure Agility's engineers when we did the RFP. We had three parties contending for our business, but when we saw the redundancy in Secure Agility's design, we felt assured in partnering with them."

Moving an entire company to Secure Agility's Managed Services offering was an extensive undertaking and included infrastructure hosting, an SD-WAN solution, Desktop-as-a-Service, and end-user support (service desk).

Secure Agility worked to solve REMONDIS' inability to scale and to meet their inherent objectives of increased demands and enhanced service delivery to staff.

Other benefits from partnering with Secure Agility include data protection, including backup and disaster recovery (DR); public and hybrid cloud; identity and access management; threat prevention; next-generation AV and endpoint detection and response (EDR); and application visibility and performance management.

REMONDIS moved from a generic Citrix farm to Secure Agility's DaaS<sup>4</sup> service, which is also Citrix-based, and from Exchange to Microsoft 365. The desktop environment has changed considerably – staff didn't have Teams, OneDrive, or SharePoint and now the whole Microsoft suite is available.

The new 1-to-1 Citrix deployment allowed staff to work remotely with minimal to no impact on their day-to-day operations.

## Project delivery, lockdown style

As the transition was performed during the COVID-19 lockdowns, a lot of staff had to move to different site locations to work. Secure Agility worked with REMONDIS closely on staff location changes to adapt with the support team, including asking staff to attend sites to image their notebooks.

"Teams within Citrix was not the best experience, but we are now in a position to give users notebooks as the whole model has changed and we are now split 50-50 between mobile and fixed staff," Lodh says.

## Moving forward with flexibility and confidence

Now, REMONDIS' end-user experience, collaboration and communication has improved significantly, both internally and externally due to Microsoft 365 integration and Microsoft Teams. Staff can now effortlessly collaborate, share files, schedule meetings together in a single shared workspace, on any device.

*"Secure Agility did a good job and so did we. The partnership worked well, and they understood the gravity of our circumstances."*

**Indrani Lodh**, National ICT Manager,  
REMONDIS

Lodh says the business outcomes resulting from the rapid transformation are clear: "During the lockdown people wouldn't be working if it was not for the transformation."

In the event of failure, the business will recover quickly due to redundancy and failover capabilities within the secure and highly available environment.

"We are now keeping up with technology to make life more efficient for staff and DaaS<sup>4</sup> has helped a lot as it is good for people that do the same kind of work," she says. "Another good thing is we don't have anywhere near as much downtime anymore."

"With a flexible, scalable infrastructure that will grow with the business, the end-user compute experience is faster due to a more individual desktop experience, rather than shared services across multiple desktops," Tannous said.

**Customer:** National waste management and recycling company REMONDIS

**Challenge:** The former managed services provider ceasing operations, troublesome network, and end-user computing

**Approach:** Move infrastructure hosting, new SD-WAN, Desktop-as-a-Service, and end-user support

**Outcomes:** Secure, available infrastructure with a more modern end-user computing environment with more applications for collaboration

**Services supplied:**

IaaS<sup>4</sup> DaaS<sup>4</sup> SDwan<sup>4</sup> DPaaS<sup>4</sup>