



Stericycle picks Conn3ct to meet fast-growth plans

Stericycle UK and Ireland is part of Stericycle Inc. which provides healthcare services to over half a million customers worldwide. Stericycle has grown significantly in the UK over the past ten years, providing a range of services to a diverse group of customers within the public and private sector. Although its origins are in healthcare waste, the Stericycle Group now offers much more, such as: paper and hard drive destruction, compliance tools and training.

Stericycle is a company in a hurry, a company with huge ambitions. It delivers market-leading healthcare and waste management services for public and private sector organisations including NHS Trusts, GPs, dentists, pharmaceutical firms and, increasingly, to non-healthcare companies too. Part of an American multinational, Stericycle operates an extensive network of transport and disposal facilities here in the UK, providing customers with solutions that streamline essential services and ensure legislative and environmental compliance.

The Challenge

With fast-track growth comes an inevitable communications challenge: how to provide reliable, high quality unified communications in a consistent manner from, and between, a growing number of locations. For Stericycle, that challenge was exacerbated by the fact that many of its near-50 sites are remotely situated, with poor existing connectivity.

When its incumbent service provider was unable to offer the network quality, reliability and flexibility required, Stericycle put the challenge out to tender.

"Our business is moving on at a pace and we've got big plans in place for the group," explained Emma Peace, Head of IT at Stericycle. "We couldn't afford to compromise with an ITC infrastructure that's not fit for purpose or fit for the future, so we needed to work with a provider who was on our wavelength and could help us deliver our vision."



“We needed a partner who could deliver robust, high performance connectivity anywhere in the UK, Europe and beyond.”

Emma Peace, Head of IT, Stericycle UK&I

The Solution

Stericycle chose Conn3ct to resolve its communications challenge. The Conn3ct approach combined a number of networking solutions – ADSL (Asynchronous Digital Subscriber Line), EFM (Ethernet First Mile), fibre and wireless connectivity – to combat inaccessible sites. EFM, for example, provided an option where ADSL speeds were insufficient or where it proved more cost effective than fibre.

Conn3ct incorporated 3G wireless for backup and an internet gateway allowing for the delivery of voice and other critical applications over an MPLS, SIP-enabled network. In addition, the Conn3ct solution allowed for sophisticated network monitoring and bandwidth control across all sites via an online portal.

“Conn3ct’ proposal impressed us,” noted Peace. “We liked the creative way Conn3ct approached the brief, we were reassured by the extent of their capabilities and we were pleased with the competitiveness of their costs. It was a win, win, win situation, and we have found a partner who works as an extension of our team.”

The Outcome

By teaming up with Conn3ct, Stericycle was able to realise a number of substantial business benefits:

Greater control over costs:

- Flexible, reliable and consistent connectivity across 45+ UK sites
- Assured business continuity with 3G back-up services
- Future-proofed capacity and greater efficiency via network provision that can be scaled up and down as required
- Better management of resources via online portal that monitors network performance and per-site bandwidth usage

In addition to tangible business outcomes, Stericycle was keen to find a supplier that would become a true partner not only to work through existing challenges but to explore future opportunities, too.

“We were very much looking to partner up with our provider, rather than be customer number one thousand and something in a long list of large multi-nationals and Conn3ct have helped us forge those relations before, during and after our commencement with them,” explained Matthew Bentley, Group Infrastructure & Support Manager of Stericycle subsidiary, ERS Medical

The Challenge

- To provide reliable, high quality unified communications in a consistent manner from, and between, a growing number of locations.
- Majority of sites are remotely situated, with poor existing connectivity.

The Solution

- A number of networking solutions – ADSL (Asynchronous Digital Subscriber Line), EFM (Ethernet First Mile), fibre and wireless connectivity – to combat inaccessible sites.
- 3G wireless for backup and an internet gateway allowing for the delivery of voice and other critical applications over an MPLS, SIP-enabled network.
- A sophisticated network monitoring and bandwidth control across all sites via an online portal.

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City Place House, 55 Basinghall Street, London. EC2V 5DU

+ 44 (0)207 950 3200 | info@conn3ct.com | conn3ct.com

