



Customer Success Story

Yorwaste



Yorwaste offers a recycling led, energy from waste solution throughout North Yorkshire and its neighbouring districts.

Owned by North Yorkshire County Council and City of York Council, Yorwaste employ over 250 members of the local community. The company manage over half a million tonnes of waste per year and carry out 550,000 trade waste and commercial bin collections.

The company's guiding principle is to provide customers with sustainable, innovative and economical solutions. Through their 'Waste No More' integrated approach, they offer a comprehensive waste management solution for thousands of local businesses.

The Challenge

Yorwaste was previously operating with aging and disparate systems. Their Remote Desktop Solution (RDS) was based on an old operating system and their virtual machines were running older versions of SQL. In addition to this, disk capacity issues were being reported by Microsoft Exchange and their financial accounting software.

The company needed to update their infrastructure and consolidate their IT services with a view to reducing costs and embracing technology best practice. The initial project required the migration of existing services to a virtualised environment, ongoing 24/7 IT support and the delivery of a secure WAN (Wide Area Network) linking Yorwaste's 19 sites.

Following the identification that their existing infrastructure was no longer capable of delivering the operational requirements needed, Yorwaste went to market to find a new IT partner. After a comprehensive search, Yorwaste chose Aspire as the best-fit provider to meet their needs.

Customer Benefits

- > Significant cost savings on infrastructure combined with improved performance
- > Improved Disaster Recovery & Business Continuity
- > Simplified IT environment
- > Reduced maintenance costs
- > Increased application availability
- > Operational flexibility and responsiveness
- > Enhanced backup and recovery times



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Johnny Handle, IT & Telecoms Services Manager Tile at Yorwaste

Aspire’s Solution

Aspire implemented a solution to migrate Yorwaste’s key servers and business applications to a virtualised environment within its privately-owned data centre. The solution included re-platforming Yorwaste’s operating systems and upgrading their RDS. Aspire also deployed Skype for Business across the company.

Key to the success of the project was a secure WAN to link Yorwaste’s 19 sites. It was immediately clear that Aspire could offer a flexible WAN solution that was tailored to the company’s wide-ranging requirements. As an Internet Service Provider partnering with all of the major carriers, Aspire were able ensure the best service and pricing across all sites - a key priority area.

Another key deliverable was a cost-effective DRaaS (Disaster Recovery as a Service) solution. Aspire’s DRaaS solution ensures all machines are backed up remotely each night with real-time replication between their privately owned data centres to enable full business continuity.

The fully managed service from Aspire includes 24/7 IT infrastructure support and the management and renewals of all licencing requirements to keep Yorwaste’s tech stack functioning and ensure the business is fully compliant.

In addition, Aspire provide, a fully managed firewall solution with built in security applications including network, web, mail and wireless protection. For end-user security, the solution also protects against security threats such as malware, phishing and ransomware attacks.

Working with Aspire

Yorwaste have partnered with Aspire since 2012 and they have recently renewed their managed services contract for the next 5 years. Aspire continue to work with Yorwaste to regularly review their IT roadmap and ensure it remains aligned to business priorities. Plans for the future include further upgrades to their infrastructure and introducing new technology to lower their server estate and move more data to the cloud.

Jonny Handley, IT & Telecoms Services Manager at Yorwaste said:
“Aspire provide everything we need from an IT partner and more. They ensure that we have a secure network and effective management systems to run our business, this enables us to continue to provide the best service for our customers. From the outset, our experience of working with Aspire has been first-class. Everyone across the company is dedicated towards delivering a fantastic service.”

Solution

- > **Cost-effective and scalable infrastructure**
- > **Complete DRaaS solution**
- > **Delivery of a secure WAN linking all sites**
- > **Best in class security solution**
- > **Access to 24/7/365 service desk**
- > **Full IT roadmap to aligned to business priorities**

Delivering technology like no other.

Aspire Technology Solutions is an award-winning IT Managed Service Provider and Internet Service Provider. We deliver leading technology solutions across cloud, connectivity, telephony, technical support, cyber security and consultancy to help our customers drive real business benefits.

Our mission is to deliver technology like no other; we are dedicated to putting technology to work to help our customers innovate, become more efficient and grow quicker. We help our customers accelerate their ambitions through inspirational technology and to achieve this, we have a passion for delivering a sensational data-driven customer experience. This is best exemplified by our Net Promoter Score (NPS) of +82, which is deemed world-class.

We partner some of the world’s most influential tech providers to deliver the most innovative solutions for our customers:

