

Kenny Waste Management Case Study



ABOUT

Kenny Waste Management is a national and regional waste management company with multiple offices across North Manchester. The company has been working for almost 40 years and deals with commercial, construction, and domestic waste, providing services such as skips and bins. Sanet Wildman has been with them for nearly two years and is responsible for overseeing office costs and operations.

"It's that one-to-one relationship that I like. I'm not just a number phoning up and I don't know who I'm talking to. I know all the guys," Sanet values the trust that has been built through this personal connection, stating, **"With that, it builds the trust which, no money can buy."** Sanet advises that while cost is always a consideration, the reliability and trust developed with an IT service provider like Bluebox can be more valuable than finding the cheapest option.

THE CHALLENGE

In the waste management industry, any disruption to IT systems can have significant consequences. The company faces potential issues such as servers going down, internet outages, and other technical problems that could halt operations. Given the nature of their business, even a short downtime could result in a backlog of waste collections, causing inconvenience to customers and potential environmental hazards. **"I think they are an absolute Godsent. We've got a process with new starters now, a new starter gets the IT set up, the programming and all the goodies."**

THE SOLUTION

The company has been working with Bluebox IT for many years, even before Sanet joined the team. Bluebox provides comprehensive IT support, handling everything from setting up new user accounts to resolving complex server issues. The rapid response service means Kenny maintains minimal downtime. Sanet describes the Bluebox team as **"saviours"** when it comes to intricate IT-related issues that are beyond her expertise. They handle a wide range of problems, from server outages to setting up IT systems for new employees, often on short notice.

THE OUTCOME

Working with Bluebox has been great for the waste management company. Sanet emphasises that Bluebox's primary contribution is **"making sure business keeps running."** Issues are resolved quickly and customer service interruptions are kept to a minimum. The company gets quick response times, with tickets often dealt with the same day they're logged. They've developed a strong relationship of trust over the years, which is crucial given the potential impact of IT downtime in their industry.

Bluebox has proven capable of handling urgent requests, such as weekend setups for new managers, ensuring seamless onboarding of staff. This reliability and flexibility have made Bluebox an essential part of the company's operations.