

Case study

WRAP



WRAP helps individuals, businesses and local authorities to reduce waste and recycle more, making better use of resources and helping to tackle climate change

WRAP (Waste & Resources Action Programme) is a not for profit organisation based in Banbury, with offices around the UK and with a number of home workers. WRAP needed to find a unified communications provider who could provide a comprehensive range of services.

Timico, a UK based, business-only ISP, won an open tender to provide WRAP a range of communication solutions to enable them to be an organisation with a fully connected network of locations.

“We needed a communications provider that could supply all of the services we were looking for under one roof and on one bill, but who also provided great customer service”, says Keith Simpson, Head of IT and Administration at WRAP.

Timico installed a 20 line BCM phone system primarily for WRAP’s dedicated homeworkers, 200 mobile phones (including ten BlackBerry’s) and three leased lines into WRAP. The three leased lines link into Timico’s core network infrastructure, and allows WRAP’s three offices in Banbury, Stirling and Cardiff to be on the same high quality network to ensure all their data is secure, while helping business efficiency.

“The project management to integrate the services we’ve received from Timico into the business was extremely efficient, plus we have the advantage of having a dedicated account manager to answer any queries. Getting all our services from one company saves us time; if we ever have a problem we have only one point of call to refer to”, explains Keith.

Timico has provided WRAP with a complete range of fully managed communication solutions and services that all have the capacity to grow further if needed. By installing three leased lines, WRAP can now tailor the bandwidth they need to their exact requirements, with speeds ranging from 2Mbps to 10Gbps. With a fully reliable, dependable and resilient network to carry their voice and data, WRAP have ensured that their business critical applications run smoothly and as normal, while saving the business a significant amount of money in the process.

“Timico has worked extremely hard to make WRAP a more efficient, secure and connected business.” concludes Keith Simpson.

WRAP

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a better environment

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