

# FirstNet Technology Services Case Study

WASTEPLAN AND SMARTMATTA

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[www.firstnet.co.za](http://www.firstnet.co.za)

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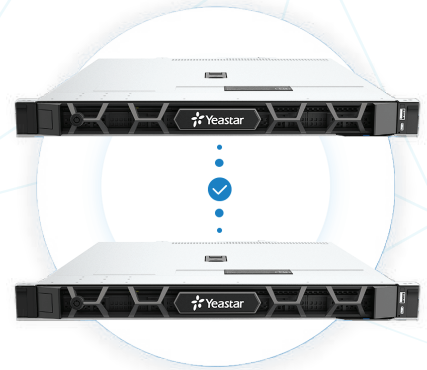
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 **FirstNet**  
Technology Services



## WASTEPLAN – CASE STUDY

- **Customer:** Wasteplan and Smartmatta
- **Industry:** Wasteplan is a South African company that specialises in commercial and industrial waste management and recycling services.
- **Location:** Multiple locations within South Africa
- **Product:** Yeastar K2 IP PBX



## BACKGROUND

Wasteplan have full time staff on over 400 customer sites across South Africa. Their teams provide on-site recycling and waste management services to health care providers, the food & beverage industry, universities, shopping centres, office parks, distribution centres, hospitality, and manufacturing sites.

## IP-BASED COMMUNICATION SYSTEM

In 2020, FirstNet provided Wasteplan with K2 IP PBX to build an IP-based communications system. Ever since the solution hit the ground running, K2 IP PBX has proved itself to be fully capable of handling the high call traffic, helping deliver superior customer service, and streamlining internal communication. Due to its excellent performance, K2 IP PBX was implemented in the company's newly acquired acquisition, Smartmata, to upgrade its communication system.







### THE CHALLENGE:

Wasteplan used disparate phone systems in different locations, which limits inter-office communication and makes central management unfeasible and daily maintenance inconvenient. Besides, the 3rd call recording system makes it difficult to put recordings into centralized control. For its Cape Town headquarter, Wasteplan required keeping their existing phone terminals with the same extension numbers. The new phone systems need to be implemented quickly and seamlessly to avoid any business disruption.



### THE SOLUTION:

2 Yeastar K2 IP PBX was deployed in the FirstNet's data centre. The Cape Town head office, and multiple branches were easily connected via SIP trunks so that employees are now able to make free inter-office calls. Linkus soft client and mobile apps were also deployed for remote working during and after the Covid 19 pandemic.

### RESULTS AND BENEFITS

- Make communication easier between branch offices and headquarter
- Migrate to new phone system easily, quickly, and seamlessly
- Improve productivity, collaboration, and customer service
- Put the phone systems in central control and management

Supporting up to 2000 users, 500 concurrent calls, and 400 VoIP trunks, Yeastar K2 IP PBX is an ideal solution for large enterprises with either a single site or complex and multi-site network. By introducing Yeastar K2 IP PBX to Wasteplan and Smartmata, the head office and branch offices drastically benefit from easier communication. The company can now configure, control, and update its phone systems simply through the intuitive Web GUI. And A slew of efficiency-improving VoIP features are highly welcomed, such as softphone, IVR, conference, call queue and more.



## TESTIMONIALS:

### **KOBUS VENTER**

IT SUPPORT MANAGER  
WASTEPLAN / SMARTMATT

“In 2020 our company needed to make some drastic changes to how we were managing our VoIP services.

We approached FirstNet as we have dealt with Neville Benatar on some other projects and we explained our requirements to him.

Neville quickly took all our information and compiled a proposal for a new system that could accommodate both our companies into one central system.

The onboarding to the new system was handled professionally and the team members were all hands on with any difficulties that we did encounter.

Overall FirstNet has delivered on their promise of a professional and hands-on service and we are happy to continue working with them on future projects.”

