



CYBERSECURITY



END USER  
COMPUTING



INFRASTRUCTURE



MODERN  
WORKFORCE

## WEI Guides USS Through Critical Digital Transformation



● **CHALLENGE:** United Site Services (USS) is the nation's leader in the portable lavatory and temporary fence rental service business with over 130 locations coast to coast and the largest fleet of portable sanitation equipment. The company performs 20 million cleanings of units annually, and at one point, the entire scope of field operations was reliant on a paper-based system. Daily, service technicians visited their local branch offices to collect new work orders and return completed ones. Branch managers were then responsible for scanning and emailing completed documents to the corporate office, where a centralized group manually entered the work completed daily across the entire company. Data entry issues and related challenges occurred due to illegible handwriting, scanner malfunctions, and misplaced paperwork, which resulted in order inaccuracies and other difficulties that impacted USS customers.

USS had reached a breaking point, rating their operational efficiency as zero. Because USS has relied on WEI since 2011 to design and build the infrastructure that supports their business operations, they enlisted WEI as a trusted partner to propel them forward. USS needed to transform digitally by leveraging their Nutanix hyper-converged infrastructure platform, delivered by WEI, which combines computing, storage, and networking components into a single, software-driven solution. The next phase involved modernizing and streamlining additional infrastructure elements to further build a robust foundation underpinning the final steps of digitizing day-to-day operations.

*“The amount of work we’re doing today is 30 – 40% more than we were doing four years ago. Without a digital solution, there were not enough people to hold the company together. We were definitely at a breaking point.”*

— Ray Andrews, Chief Information Officer

● **SOLUTION:** To facilitate the transition toward becoming a fully digital company, USS needed to fortify and better secure their foundational infrastructure. Because of the many disruptions and outages that had occurred, strengthening and hardening their backup environment was imperative. As the first step of a holistic plan, WEI engineering guided the USS IT team to implement a Veeam disaster recovery solution. Next, WEI navigated USS through the process of modernizing their backup storage solution by designing their backup infrastructure, installing an ExaGrid appliance, and implementing ExaGrid backup service. Together, Veeam and ExaGrid provide the most tightly integrated solution for a scale-out backup application to scale-out backup storage, featuring the industry's fastest backups and restores as well as comprehensive security and ransomware recovery. This solution provides high availability, ensuring that in the event one site experiences downtime, other sites remain functional, allowing USS to maintain uninterrupted operations. As USS looks toward the future, their disaster recovery and backup foundational elements are cloud ready and will scale as data grows.

The next step was to modernize and transform their end user computing strategy. Rapid growth both organically and via acquisitions created the need to upgrade and standardize the hardware in use at headquarters as well as branch offices. The scope and scale of this endeavor, given the 100+ branch locations distributed across the country, led USS to rely on WEI's integration solution capabilities. USS procured hardware through Dell and leveraged WEI's warehousing ability for storage and inventory control.

Over a five-year period, WEI managed imaging, asset tagging, and inventory rollout for the nationwide laptop deployment effort, and provided additional servicing and repair on a subset of laptops to ready them for usage. Many of these 464 devices were deployed in 2020 amidst the height of the Covid-19 pandemic. This aggressive endeavor supported USS during rapid pandemic hiring and through a number of acquisitions, enabling the company to serve an expanding clientele more frequently and grow at the speed of business.

● **OUTCOME:** WEI guided USS on a critical digital transformation journey, assisting USS to simplify operational processes, increase productivity, improve customer satisfaction, and scale business operations. During the pandemic, many USS customers, such as construction sites, remained operational and required more frequent restroom cleanings to ensure employee safety, making the work of USS critical in maintaining public health. USS efficiently scaled operations to meet demand during this time through recruiting new employees as well as strategically acquiring businesses.

Mike Marrapese, VP of Technology at USS, credits the foundation that WEI helped build for enabling seamless acquisitions with swift migration of data, endpoints, and networks to USS. Further, while business was rapidly accelerating, USS shifted their entire corporate staff to a work-from-home model. Mike highlighted that WEI functioned as an extension of the USS team by distributing the necessary hardware to remote personnel as well as service technicians, helping USS to scale in such a way that they wouldn't have been able to do otherwise.

*“WEI is different than other vendors that I've seen in the past. They get to know us as a customer. They get to know our business and they talk with us. Where are we going? Where would you like to go? What's the next need that you have? They help us stay ahead of it.”*

— Mike Marrapese, VP of Technology