

Keep Wales Tidy



Our bespoke solution has allowed the hybrid work style of the Keep Wales Tidy team staff to be far more efficient, allowing them to work from anywhere, at any time.

Location: Cardiff, Milford Haven | Number of users: 85

The project

Keep Wales Tidy needed reliable communication for their teams working across remote areas.

With a mission to eliminate litter, create green spaces, and empower youth on sustainability, effective communication was vital. As a cost-conscious charity, they sought professional, flexible support for daily needs and strategic planning.

We stepped in to provide reliable, cost-effective solutions to ensure they received maximum value for money.

The solution

Keep Wales Tidy's team has long worked remotely, but the pandemic made homeworking the norm, with most staff now opting for a hybrid model between home and their Cardiff office. This shift led to connectivity issues, affecting calls, emails, and app updates in areas with limited 4G/5G signal, which was especially problematic in the remote communities where they work.

To resolve this, our Mobile experts split their account between EE and Vodafone, leveraging our strong relationship with the service providers to offer similar tariffs while keeping costs low. We also co-termed contracts for simpler management.

On top of this, during the pandemic, we sent phones directly to staff homes, easing the workload on the charity's support team. Plus, a dedicated contact from our side ensured ongoing assistance and support throughout the work.

The result

Keep Wales Tidy can now deliver 100% of their job while both at home and on-site through the use of the improved voice and data over EE and Vodafone 4G/5G.

We've worked with Keep Wales Tidy for many years now, and we are currently discussing rolling out Cyber Security Awareness and possibly an MDM (Mobile Device Management) to better manage their mobile fleet.

“It is such a positive experience working with them. They really listen to your needs and ensure they deliver exactly what you want, helping and advising you at any point with sound advice. You always feel important to them and that matters.”

Philippa McGrath, Business Services Director



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