

Procuring Mobile, Data and Voice Services for a Major Transportation Group

Business drivers

The capability demonstrated in this case study is of particular relevance to large companies across all sectors that need to:

- ▶ Exploit their company purchasing power to reduce the operating cost of telecoms services
- ▶ Improve the service levels they receive from their telecommunications suppliers

Client

IT Director of a major UK based retail distribution group, with 250 European locations.



Client situation

A major multi-million pound group-wide contract for data communications services was due for renewal. The IT Director wanted to use the opportunity to bundle together the group's telecommunications services in an outsourcing contract to save money and improve service levels.

Each business had multiple incumbent suppliers of data, voice and mobile telecommunications

services and equipment. At the time too, there was increasing pressure to renew the contract with the incumbent supplier.

Other problems were the lack of expertise in the running of major procurement exercises across the group and the lack of knowledge of how to bring all telecommunications requirements together.

The client needed to pool the whole group's telecoms services including wide area voice and data, exchange lines, private circuits, data networks, mobile services and maintenance contracts in order to secure a bulk discount.

What we provided

As the different business' communications and technical requirements needed careful consideration the key executives in the major businesses in Europe were interviewed.

Once the telecoms needs of each were assessed, a detailed ITT was written, evaluation tools developed and the suppliers' responses evaluated against criteria agreed with the client. Assistance was given to the client with drawing up the final contract with a selected supplier and drafting a detailed SLA.

Project outcome

A three-year contract was awarded to two suppliers guaranteeing savings of over £1.2 million per annum on an annual bill of £4 million (29% saving) whilst improving service levels across all the businesses.

(A client testimonial letter is available on request)