

## Outsourcing Telecoms Services for a Leading UK Based Retail Distribution Group

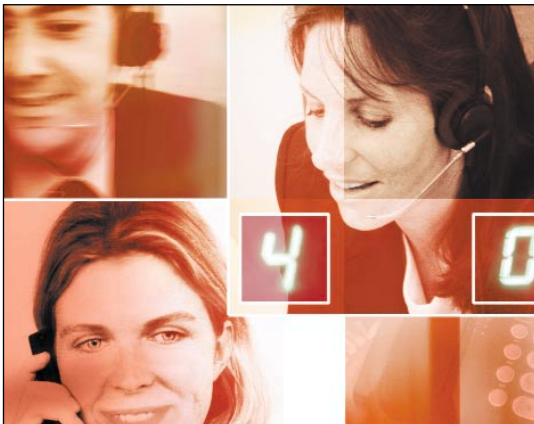
### Business drivers

This case study will be of interest to large corporations across all sectors that need to:

- ▶ Exploit their company wide purchasing power to reduce the operating cost of telecoms services
- ▶ Improve the service levels provided by their telecommunications supplier

### Client

The Company Secretary of a major UK based retail distribution group.



### Client situation

The outsourcing of the whole group's telecoms services to a single supplier was part of an initiative to reduce the overall cost base of the group but expert help was needed because there was insufficient telecoms knowledge or expertise in-house.

Also, the complexity of the project, partly due to the number of divisions in the group (12 in total) and the extensive number of multiple suppliers involved, meant specialist input was needed.

### What we provided

The key executives in the major divisions were interviewed to understand the different business communications and technical requirements of their division.

A detailed ITT was then written, evaluation tools developed and the suppliers' responses evaluated against set criteria.

The final contract for the selected supplier, including a detailed service level agreement that improved the quality of the service, was drawn up in conjunction with the client for a three-year period.

### Project outcome

By exploiting the Group's purchasing power through pooling all the telecommunications services (wide area voice and data, exchange lines, private circuits, data networks, mobile services and maintenance contracts) a bulk discount was secured whilst improving the quality of service received.

Future savings of over £750k pa were guaranteed, representing 32% of the current total annual spend.