



the client

One of the world's largest and most respected global providers of insurance services that employ over 20,000 people all over the world. Their insurance facilities extend to both individual and corporate clients and they have 12 million customers across three continents: Europe, Asia and Africa. Their UK operation alone comprises of 1,100 staff who span across 12 cities. They have established themselves as a top 20 global insurance firm amongst their peers and their success has led to rapid expansion. Due to this growth, the necessity of deploying a communications partner that could manage their infrastructure became clear.

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the business challenge

Often, when a business goes through rapid growth, some areas of infrastructure become compromised because the focus shifts and other business functions take priority. With the new departments and teams being created, the designation of new roles and new initiatives, overheads can accumulate in a way that is unprecedented to the business. Costs increase sporadically and can be hard to keep track of, often with minimal consideration of the bigger picture and the wider effects that this can have. Providing contracts, agreements and tariffs all over the UK meant that there was considerable difficulty when it came to actually monitoring and managing all of the different aspects of spend. Whilst costs increased, knowledge of what the costs were attributed to declined.

As the growth continued new services were needed such as call packages, line rental agreements, maintenance cover and inbound call management to name just a few. The client had to acquire an awareness of their expenditures, be able to monitor staff usage and provide detailed assessments of their requirements. If they were able to obtain all of this information, they would possess a clearer understanding of their business procedures and be able to identify inconsistencies or discrepancies between the services that they've given and the actual requirements. This would enable the client to be able to make sensible and informed decisions on how to reduce their expenditure and devise a strategy to support their future path. The client wanted an external communications partner to evaluate, review and assess their communications expenditure. They wanted someone who could foster their awareness and understanding of their requirements and implement suitable recommendations on ways to reduce their costs.

the solution

It was proposed that a telecoms expense management project would be the perfect way to proceed.

These projects are broken into 5 steps:

- **Overview and breakdown of current spend**
- **Assessment of requirements**
- **Recommendations**
- **Implementation**
- **Ongoing account management**

When each of the services was reviewed and broken down, we were able to accurately assess all the different services such as fixed line, mobile, inbound, data and conferencing contracts. A comprehensive audit was then provided that pinpointed all of the cost saving that could be implemented immediately like tariff comparisons and erroneous charges being ceased.

Then, after being thoroughly assessed with the client, a full infrastructure overview was presented which gave the client a more in-depth understanding of their business.

After the client had approved the suggestions, implementation of the strategies began, bringing everything together coherently to form a successful and efficient infrastructure.

This infrastructure subsequently became an advantage to the business rather than an operational limitation.

In financial terms this project saved the client around £325,000 across their UK infrastructure and they will continue to see savings.

In addition the client now has an in-depth knowledge of their infrastructure and proactive strategies that they can deploy in the future.

