

ERA Finds 49% Savings for Australian Telecom Provider

Project Information

Industry: Telecommunication

Savings Categories:

- Energy: \$486,595 (49%)
- Insurance: \$182,638 (12%)
- Mail Marketing: \$78,394 (13%)
- Share Registry: \$39,236 (20%)
- Couriers: \$104,000 (38%)
- Office Supplies: \$44,154 (23%)

The Client

Our client is one of the largest Telecom Service Provider and a leading challenger in the Australian telecommunications market.

The Scenario

Some of the best results came from categories that the client did not initially think were worth investigating. Electricity was not on the original list as the client was building a new facility and their property owner billed the main supply. Not only were better rates requested by the property owner but overcharges, going back several years, were recovered due to incorrect application of the current energy tariff.

During the 24 months of the project, ERA found close to \$1 million in savings. In most cases, the client remained with their current supplier and achieved good savings, and in others, ERA was able to rationalise the number of suppliers to a single, or a panel of suppliers.

The most complicated part of the project had multiple analysts working on projects, with different reporting schedules. Working with various stakeholders within the business also created challenges. ERA overcame this by implementing comprehensive, transparent reporting to all major stakeholders across all projects on a quarterly basis.



The Challenge

One of the reasons that the client decided to use Expense Reduction Analysts (ERA) to review some of their non-core expenditure items was that ERA could mobilise expertise, from around the country, to address the issues rapidly.

The client has had some acquisitions over the time ERA has been involved with them which led to multiple supplier arrangements.