

ERA Finds 30% Average Savings for Library Supplier

Project Information

Industry: Wholesale (Library)

Savings Categories:

- Telecommunications: Fixed line 20%
- Telecommunications: Mobile 28%
- Landscape Maintenance: 23%
- Document Imaging: 17%
- Contract Cleaning: 35%
- Office Supplies: 15%
- Electricity: 5%
- Printing: 24%

The Institution

The client is Australia's leading library supplier. Their diverse range of library customers includes public, tertiary, reference and special libraries in Australia, New-Zealand & overseas.

The Scenario

The client had retained the same suppliers for many years and were satisfied with the quality and service being provided.

However, market conditions pressured the client to review all its expense areas. They did not have the time and resources available inhouse to review these non-core areas of their business, therefore Expense Reduction Analysts (ERA) was invited by the client to review several cost categories.



The Result

The client achieved 30% average savings across a broad range of categories.

The experience with this review showed that ERA, through its specialist focus, is often able to find improvements that the client may not have the time or the expertise to uncover.

ERA has now been requested by Warehouse Operations to review their packaging expenses.

Client's Comment

"Incumbent suppliers often tend to take their position for granted and over a period get blasé about overcharging.

All the administrative work of tendering, evaluation and analysis was taken care of by ERA. In the end, it was a "win-win" situation for us as well as for ERA, with the suppliers being forced to tighten their belts. We are pleased we made the decision to go with ERA."

- Financial Controller