

Delivering cost savings and improving service levels

McNICHOLAS is a national service provider delivering support services to companies in the utilities, rail and renewable energy markets.

Telecommunications, both in the office and in the field, are business critical for them. The responsibility for telecommunications falls to IT Director



Jonathan Ward-Brown. When the company's mobile phone contract was due for renewal he believed he could get a better deal. He also suspected he could also get an improved service on his fixed lines.

"We are always looking for cost savings and it is essential that our billing is accurate. We have construction sites throughout the UK and it is vital that fixed telecoms are installed and removed on time." explains Jonathan. "I could have used an

internal resource to review our telecommunication contracts, but chose to outsource this project as I believed IAL's daily involvement in the telecommunications market would produce a cost effective way of sourcing a supplier that would reduce our expenditure and improve our service levels."



Initially IAL conducted a benchmark study to determine whether it would be beneficial to conduct a tender process. An analysis of McNicholas' bills was undertaken and compared to average industry pricing. Because of IAL's market knowledge, a short list of potential suppliers was quickly agreed. IAL then played a leading role in establishing the key requirements, shaping the invitation to tender, managing the tender process and analysing the results.

“We turned to IAL to reduce our expenditure in both fixed and mobile communications and to improve the service we received. They did both with great professionalism and efficiency.”

At the end of the project, McNicholas realised 29% savings on their fixed line costs and 35% on their mobile expenditure. Service delivery times have been halved and billing is more accurate. An unexpected benefit is that the new supplier can offer a wider range of services than provided by the previous supplier.

Jonathan concludes “There aren't many companies I know that I can really trust. IAL is one of them. They are thorough, professional and met our agreed deadlines. I would happily use them again.”

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Interface Advantage is a specialist independent telecoms consultancy and solutions provider based in the Thames Valley. Providing professional services to organisations in most business sectors, our objective is to help them maximise the business benefits available from modern telecommunications. Working closely with our clients and a range of leading suppliers, IAL specifies, designs and evaluates appropriate solutions, encompassing: equipment, network applications and managed services. In addition IAL offers a comprehensive range of billing audits, network health checks, implementation management and sourcing services.