



EXPENSE REDUCTION ANALYSTS®

Northeast Book Distributor Firm Saves 34% On Credit Card Processing Fees

Case Study Category: **Merchant Card Fees**
Client's Industry: **Distributor**

Client Overview

A \$60M Northeast Book Distributor spends \$108,000 annually on Merchant Card Fees.

Our Client's Goals

To better understand their current Merchant Card Fees and to identify unique alternatives that would reduce their overall Credit Card Processing expense.

The ERA Process

ERA Analysts employed our Intelligent Cost Reduction process, a detailed 10 step analysis that results in a better value proposition for our clients from their suppliers. In this case, ERA helped the client understand their existing Merchant Card services and various options available in the marketplace.

Our Analysts extracted data from over 300 pages of detailed supplier invoices to understand the clients Merchant Card usage patterns and determine which suppliers might enhance the client's service level and pricing. We captured the clients work flow and business processes, and gathered input from key stakeholders. ERA then prepared detailed Requests for Proposals from four organizations that provided the level of service required by the client and were known to be cost competitive. Upon receipt of the completed RFPs from the four suppliers, ERA analyzed each of the responses and rated them based on the client's criteria.

The Result

ERA presented the client a Recommendation Report that outlined exactly how the client would benefit from each of the vendors who responded to the RFP and recommended a course of action to the client. Upon approval from the client, ERA worked with the new vendor, implemented the new service, and is closely monitoring compliance to ensure the maximum savings are realized.

As a result of this process, the client saved \$37,000 annually and was able to upgrade their services. **In total the client invested a total of eight hours on this project to generate the \$37,000 annual savings.**

