



ERA Calls Out 35% Savings in Telecommunications Costs for Midwest Distributor

Case Study Category: **Telecommunications**
Client's Industry: **Distributor**

Client Overview

A \$25M Midwest distributor of restaurant equipment and camera supplies with office in five states spent \$100,000 annually on Telecommunications.

Our Client's Goals

To better understand their current telecommunications spend on Long Distance, Local and Data Services and to identify unique alternatives that would reduce their cost of communications between their five remote offices and their customers.

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 telecommunications services and various options available in the marketplace.

Our Analysts extracted data from three months of detailed supplier invoices to understand the clients calling patterns and determine which suppliers might enhance the client's telecommunications 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 seven 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 seven vendors, 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 \$35,000 annually and was able to upgrade their services. **In total the client invested a total of four hours on this project to generate the \$35,000 annual savings.**

