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# Case Study

## Jardine Lloyd Thompson

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# Case Study

Jardine Lloyd Thompson

An intelligent solution, which saved 63% of JLT's annual telecoms costs

Jardine Lloyd Thompson (JLT) is a leading risk management adviser and insurance and reinsurance broker. The company is major provider of employee benefit administration services and related consultancy advice.



Listed on the London Stock Exchange, JLT is the largest European-headquartered company providing these services and is one of the largest firms of its type in the world.

Through subsidiaries and affiliated companies, JLT operates in more than 30 countries and employs over 5,000 staff.

JLT was using three primary telecoms providers for its UK operations. One of the board's main concerns was the lack of visibility provided by current providers around billing breakdown and accuracy.

What's more, JLT was uncertain if it was receiving best cost and service from these providers, and was unable to measure this.

## The challenge

One aim of this exercise was to give JLT a complete asset register of its telecom services, so these could be compared with their internal systems throughout IT and accounts.

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“We have worked closely with IntelligentComms over the past year. Their benchmarking of our costs with the market and detailed analysis of all our telecoms costs, both fixed and variable, has resulted in significant cost savings to the Group.”

Phil Goodings  
Finance Director, JLT

## What we delivered

All landline services across the entire UK operations were assessed to gain an accurate usage profile. We also carried out a complete audit of the telecoms estate, to uncover surplus services and expenditure.

Once this accurate profile was completed and audited against the internal systems, we carried out a RFP (request for proposal) exercise. This included a complete service benchmark to ensure JLT was receiving best service and cost.

We worked with key internal stakeholders to ensure finance, IT and procurement requirements were considered as part of this process.

On completion of an RFP, all information received from the market was analysed against JLT's profile. This provided an accurate understanding of the best provider to JLT's requirements - both commercially and technically.

## Results

JLT benefited from an annual 63% reduction in their overall UK telecoms spend.

This was achieved without moving from their incumbent providers, whilst also achieving greater levels of service across their telecoms portfolio.

With the use of our Management Support Service, JLT still benefits from accurate bill checking and asset management, sharing accurate data to ensure all assets are managed and billed correctly. And it continues to save them money in running costs and overheads.

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