



Case Study

Control Risks

IntelligentComms

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Case Study

Control Risks

An intelligent solution, which saved 51% of Control Risks' annual telecoms costs

Control Risks is an independent, specialist risk consultancy. The company has 18 offices worldwide, serving a range of international corporate, governmental and non-governmental clients.

We were asked to analyse both landline and mobile services for all Control Risks' UK operations and global mobile users. This included a high international call profile for both landline services and mobile roaming capabilities.

Once we completed the analysis, we went to market on behalf of Control Risks and sourced the best possible rates from tier one and tier two providers, while exceeding high service levels.

Control Risks

The challenge

This project was very specific compared with our standard benchmarking.

Due to the unique nature of their business, a number of service requirements were stipulated by Control Risks. These were included in the benchmark process, with an emphasis on the risk assessment of change as a result of the recommendations.

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“...The IntelligentComms team approach is best described as wholly professional, responsive and customer focused.”

“Over the course of a few months IntelligentComms conducted a very thorough benchmarking and assessment exercise of our UK Landline and mobile (voice and data) communications. The result was a recommended course of action to significantly reduce our telephony costs whilst delivering much better management information to the business. In performing this engagement, the IntelligentComms team approach is best described as wholly professional, responsive and customer focused. Their methodical approach was driven through gaining a deep understanding of our business requirement. Their understanding and knowledge of the telecommunications market was then applied to this enabling them to provide meaningful, independent advice right for our needs.”

Martin Joy
Chief Information Officer, Control Risks

What we delivered

Once we compiled the profile and received a response from the marketplace, we analysed the information using VeroPath – our telecoms expense management platform.

This unique software system offered Control Risks a completely impartial view of the marketplace. It analysed their current usage, contract terms and the potential to save money.

It also analysed their current services levels, and led to increased service levels with their incumbent and other providers.

Results

Control Risks decided on two providers across all mobile and landline services. This achieved a combination of best service, low cost and minimal risk. However, the incumbent still provides some telecoms at a reduced cost and increased service.

Control Risks received an annual reduction of 51% across their telecoms. As well as this, service levels were greatly enhanced to support their UK and global operations team. Finally, Control Risks now enjoy increased visibility of costs accurately assigned to cost centres with our management support service.

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