



# Case Study

# Control Risks

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# Case Study

Control Risks

## IntelligentComms cuts annual telecoms costs by 51% for Control Risks

Control Risks is an independent, specialist risk consultancy which provides advice and services that enable companies, governments and international organisations to accelerate opportunities and to manage strategic and operational risks.

**Control Risks**

As a major global organisation with 27 offices on five continents, Control Risks' telecoms usage includes a very high international call profile across both fixed line services and mobile roaming capabilities. We have been working with the company for more than two years now, helping it to reduce the overall running costs of a wide and diverse telecoms estate, something which is a business critical element of its operations both locally and globally.

### Assessment and benchmark

Initially we were asked to carry out a detailed Assessment of Control Risks' fixed line and mobile services throughout its UK operations and for all global mobile users. This was then followed by a Benchmarking process in order to source the best possible rates from tier one and tier two providers. Due to the unique nature of the business this element of the project was very specific when compared with our standard Benchmarking service, as Control Risks stipulated a number of specific service requirements, with an emphasis on assessing the risk of any change as a result of the recommendations.

Having completed the Assessment and Benchmarking process, we were then able to analyse all of the information gathered in order to give Control Risks a completely impartial view of its options. By analysing the company's current usage and contract terms we were able to identify potential financial savings whilst also ensuring that improved service levels would be achieved, whether Control Risks elected to remain with its current provider or look elsewhere. Chief Information Officer Martin Joy explains:

"Over the course of a few months a very thorough benchmarking and assessment exercise of our UK voice and data communications, both fixed line and mobile, was conducted. The result was a

recommended course of action to significantly reduce our telephony costs whilst delivering much better management information to the business."

For its mobile and fixed line requirements, Control Risks selected two suppliers who could provide a combination of low cost, best service and minimal risk. However, the company's existing supplier also still provides some telecoms services at a reduced cost and with increased service levels.

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“In performing this engagement, the team’s 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 which was right for our needs.”

Martin Joy  
Chief Information Officer, Control Risks

### Ongoing Management

As Martin mentions, the final stage of the project has been an ongoing Management service which streamlines internal processes whilst also providing accurate management information and reporting.

This service will also ensure that Control Risks manages its telecoms expenses as efficiently as possible, as the company continues to grow.

The service gives Control Risks access to our Veropath telecoms expense management platform via an intuitive and customisable web interface. We also enter all of the company’s billing data into the system on a monthly basis as part of the service. Championed specifically by Martin, the Veropath platform has become an integral reporting tool across the company’s IT and Accounts departments, helping to manage, monitor and reduce costs, and to reconcile billing information for the business.

### Results

**Reduced cost** – after the Assessment and Benchmarking exercise, Control Risks received an annual reduction of 51% on its telecoms spend, yet also gained greatly enhanced service levels which will support its UK and global operations teams.

**Improved visibility** – thanks to the Veropath platform, Control Risks can now also enjoy complete visibility of its ongoing telecoms costs, via an automated process which aligns invoiced costs against departmental charges, to the penny. This enables the total amount invoiced by providers to be checked against the individual cost centre breakdown making it possible to understand the entire cost for all telecoms services right down to individual users on a monthly basis.

**Enhanced reporting** – the ongoing Management service has given Control Risks the ability to compile multiple provider information into one consolidated reporting view. This allows the breakdown of all telecoms cost by business entity, which in this case means individual internal cost centres. This is then checked against the invoiced total for that month, allowing the accounts department to seamlessly distribute cost allocation against usage by department or even by individual.

**Resource efficiencies** – the Management service also brings about significant savings in terms of time used, as previously the re-charging and bill checking process was completed internally each month. This took up valuable resource within both the IT and accounts departments

and, as an internal process which used a mix of different providers’ billing outputs, the level of accuracy was also questionable. With the Veropath platform however, internal resource is now freed up and accuracy of information is guaranteed.

The benefits which Control Risks gained were made possible thanks to the unique and industry-leading Veropath platform and by the expertise and experience of the IntelligentComms team