



# Case Study Slaughter and May

SLAUGHTER AND MAY

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# Case Study

Slaughter and May

IntelligentComms helps Slaughter and May to make better-informed business decisions

Slaughter and May is a leading international law firm with a worldwide corporate, commercial and financing practice. It has an excellent and varied client list which includes leading companies, organisations and governments, for whom the firm advises on high profile and ground-breaking international transactions. Slaughter and May is regarded as one of the most prestigious law firms in the world and has more clients listed on the London Stock Exchange than any other law firm.

SLAUGHTER AND MAY

With a global client footprint, Slaughter and May carries out an extensive volume of international mobile voice and data transactions, all of which leads to a higher-than-average international roaming profile. Having recently reached the end of its mobile contract, the firm was left with a standard rolling arrangement or the option to take up a new contract which its provider had proposed. But with no accurate way of assessing the viability of this, Slaughter and May had no way of determining if this new contract was an appropriate way forward for the business. As a result, it decided to turn to IntelligentComms to find the answer.

## Assessment

Slaughter and May had a longstanding relationship with its existing mobile provider and had received excellent service throughout the duration of the contract. However, over the preceding 12 months there had been a noticeable rise in overall costs, primarily due to increased mobile usage across the firm. There were also other additional concerns, including varying call rounding issues from the existing provider and a mobile estate which was split across multiple tariffs.

Our challenge was to provide an accurate Assessment of the proposed contract, which also required an accurate transactional re-price against all tariffs and charging rules. We started this process by analysing three month's transactional data, from the most recent billing period, against both the current and proposed tariffs from Slaughter and May's mobile provider. This Assessment identified that whilst the proposed tariff did demonstrate some financial savings, it was significantly out of tolerance with the market average.

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“Slaughter and May appointed IntelligentComms to provide an in-depth analysis of our current mobile contract to understand our mobile estate, the viability of this contract and a new proposed contract from our existing provider. The project involved liaising with our mobile provider to negotiate a contract better suited to our ever changing needs as an international business.

The analysis and consultancy provided by IntelligentComms was the determining factor in enabling us to achieve a more suitable contract that delivered better service to our users who travel internationally and significantly reduced the overall cost to the business over the term of the new agreement with our provider.”

Christine Barrett  
IT Director, Slaughter and May

In conjunction with Slaughter and May, we then engaged directly with the mobile provider to assess the areas of the proposed contract which we felt did not fully benefit the firm. Highlights from our Assessment work were used to demonstrate this, and recommendations were made on some specific areas of change within the contract. Based on these recommendations, a revised proposal was provided, which was again re-priced against the original data to establish a long-term analysis of Slaughter and May's projected future spend.

## Results

**Improved decision-making** – by analysing the new contract and carrying out a thorough re-pricing of all tariff options to identify which one, in a 'what if scenario', would offer the best service - Slaughter and May received 100% accuracy on the viability of the proposed contract and was able to select the most appropriate and cost-effective options for its needs.

**Enhanced clarity** - the process also gave clarity around the overall financial reduction that Slaughter and May would expect to see throughout the duration of the new contract. This will help the firm to reduce bottom line costs and carry out future budgeting and forecasting, as well as helping in areas such as managing organic growth and technology costs, and making decisions on funding the provision of new hardware equipment.

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

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