

Successful optimisation combined with cautious approach for The British School of Brussels

CLIENT:	The British School of Brussels
SECTOR:	Education
COST CATEGORIES:	HR, Catering, Security, Cleaning Service, Bus Service, Software and IT, Utilities, Insurance, Office Supplies and Printers, Security

THE RESULT

Security	30+%
Average savings in all categories (incl. Security)	27%

THE CLIENT

The British School of Brussels (BSB) is an international private school with approximately 1,350 pupils aged 1-18 and 300 employees. It offers a British-based curriculum and a wide range of extracurricular activities. BSB is located in Tervuren and is the second largest international school in Belgium.

THE CHALLENGE

The school wanted to review its operating costs. As its own finance department was short of time, it decided to look for an external party that could carry out a thorough analysis. BSB came across Expense Reduction Analysts when it was given a referral by another international school.

“That school was very positive about ERA, and it was extremely important to us to have that referral,” said Johan Servranckx, Finance and Operations Director at BSB. “We are a school, so stability is vital for us. We can’t introduce changes rapidly like a production site, for example. In addition, any decisions made affect many people. Our main aim was not to achieve savings, but to find the best value for money for a number of services,” Mr Servranckx explained.

In particular, the security topic is rightfully quite sensitive and as such not an ordinary purchase. All involved stakeholders - staff, parents and embassies - paid attention to this even more closely after the attacks in Paris and Brussels.

THE SOLUTION

The British School wanted to draw on ERA’s knowledge and experience to obtain a better view of the market, including the parties that are specialised in providing a particular service and the pitfalls that need to be avoided. “First, ERA identified our major costs and how it could help us. Next, it discussed all the cost categories with the people who were directly concerned with them.



ERA can see what matters to a school like ours and how changes can realistically be implemented. Moreover, ERA continues to monitor the categories it analysed for up to two years following the analysis. That gives us a greater sense of security.

**JOHAN SERVLANCKX, FINANCE AND OPERATIONS DIRECTOR,
THE BRITISH SCHOOL OF BRUSSELS**

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ERA only took decisions we were comfortable with. Moreover, there aren't any initial costs for the client. ERA works according to the shared savings model, under which the fee it charges is a percentage of the savings achieved," Mr Servranckx said.

Since 2016, ERA has scrutinised a wide range of cost categories: HR, catering, security, cleaning service, bus service, software and IT, utilities, insurance, office supplies printers and security.

THE SECURITY SOLUTION

With respect to security, the main aim was to develop a more effective approach, leading to a better level of security at a lower cost. Securing an asset is basically finding a good balance between 3 pillars: people, technology and building infrastructure. Various solutions are possible, but the chosen one should be in line with the risk profile of the organisation. "Security Patrols were partially replaced by an electronic system that can detect intruders 24 hours a day" Mr. Servranckx said. Privacy is a very important aspect, it is strictly forbidden to take pictures of the children just as it is strictly forbidden, by law, to monitor public space. For both aspects (internal and external) technology is nowadays so advanced that internal (staff, parents, embassies) and external stakeholders (police, neighbours, administrations) can be easily reassured that at any time or circumstance, privacy is protected.



In the first step, we improved security while achieving a saving of 34%. In the second step, savings will go up to 45% while maintaining the level of security. The school adheres to a cautious approach, hence the 2-step process. Savings exceeding 30% were achieved in the initial step, and even further increased after execution of second step allowing a fast return-on-investment for BSB.

"We've had an excellent working relationship with Expense Reduction Analysts. Their people really listen to your needs and requirements, and they make sure you're very closely involved in the decision-making process. They take a cautious approach, which builds trust. ERA can see what matters to a school like ours and how changes can realistically be implemented. Moreover, ERA continues to monitor the categories it analysed for up to two years following the analysis. That gives us a greater sense of security," Mr Servranckx concluded.