

# Belzona Polymerics get smart on costs

CLIENT:	Belzona Polymerics Limited
SECTOR:	Industrial
COST CATEGORIES:	Telecom, Cost Management

Partnering with Expense Reduction Analysts (ERA) meant Belzona were able to delve deeper into their telecoms spend to achieve significant and sustainable cost reductions.

## THE CLIENT

Belzona Polymerics Limited is a privately owned company, based in Harrogate in North Yorkshire, manufacturing protective coatings and repair composites to reduce maintenance downtime in the power generation, petrochemical, water, and oil and gas industries. Belzona operates worldwide through a network of 238 distributors and has five global centres of excellence to support and sustain its impressive recent growth.

## THE CHALLENGE

When Belzona Polymerics engaged ERA to review their telecom costs, it was in the knowledge that the company already kept a tight rein on spending in this area. It was also felt that an external consultancy would be able to make more objective recommendations and enable Belzona employees to concentrate on their own already heavy workloads.

Neil Summerfield of ERA started his review by analysing all calls and texts sent to every destination during a 12 month period to establish whether the profile of usage was a good fit with the current tariff package.

“We quickly discovered that most landline calls were of shorter duration than the current set up charge and minimum call charge and we were able to deliver immediate savings by matching the best available tariff to the current profile of usage. Landline calls also included a high proportion of international calls to Belzona’s distributor network. Although these costs were capped, they were higher than the best available market rates.

“Next we turned our attention to mobile telecom costs. Belzona’s 54 strong team of global technical consultants are required to make calls within the UK, internationally and back to the UK.

“At first glance, the tariff looked extremely competitive for the complexity of international roaming needed. However more detailed investigations revealed that smaller increments in the charging basis for international roaming calls could be achieved, resulting in significant and sustainable cost reductions.”

## SUMMARY OF SAVINGS

Fixed Line Telecoms **55%**

Mobile Telecoms **15%**



“Belzona were delighted with the telecom savings Expense Reduction Analysts had been able to effect and initiated a smarter cost management strategy to their distribution network.”

**DAVID REEVES,**  
ACCOUNTS PAYABLE SUPERVISOR,  
BELZONA POLYMERICS LIMITED

## WHO ARE EXPENSE REDUCTION ANALYSTS

Expense Reduction Analysts (ERA) is one of the world’s leading consultancy organisations. Specialising in cost optimisation and supplier relation management, ERA delivers Value through Insight™ to clients in both the private and public sectors. With more than 700 consultants operating in over 35 countries, the award-winning business boasts international expertise while simultaneously offering a local presence to clients.

We see opportunities where you never thought possible.  
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