

# Partnership brings impressive savings and long-term benefits

CLIENT:	Bioquell UK Ltd.
SECTOR:	Manufacturing
COST CATEGORIES:	Copiers, Mobile Telecoms, Fixed Line Communications, Couriers/ Parcels, Stationery

ERA continue to deliver cost centre specific savings and efficiencies across the board, supporting Bioquell in its mission to be a market leader.

After meeting with Expense Reduction Analysts (ERA) specialist, Keith Copestake, Bioquell PLC were keen to harness the value that an external third-party could bring to the business. Following the success of an initial project focusing on its Print and Copier contracts, Bioquell went on to work with ERA in a number of areas. Three years on, ERA continue to deliver cost centre specific savings and efficiencies across the board, supporting Bioquell in its mission to be a market leader.

## THE CLIENT

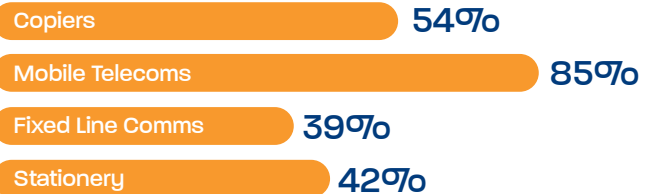
Led by advances in its patented Hydrogen Peroxide Vapour technology, Bioquell is a world-leading supplier of biodecontamination systems and modular isolator offerings. The company's mission is to deliver innovative, industry-leading systems supported by worldclass customer service to provide secure operational environments and enable the manufacture of safe products.

With offices spanning the globe, the company provide solutions, systems, technical services and customer support to six continents in the life sciences and healthcare industries. Beyond direct international sales through its subsidiaries, Bioquell works with leading global distributors. This provides local support for the brand's decontamination systems in almost every market worldwide.

## CLEANING UP COPIERS

Keith introduced Bioquell to ERA Print and Copier specialist, Andy Kinnear. After carrying out a thorough review of Bioquell's existing contracts and current business-wide needs with internal stakeholders, he created a bespoke tender which he took out to market. A new local supplier was introduced and the company's aging, unreliable fleet of Multi-Function Devices (MFD) was replaced. The brand new, enhanced models offer much improved reliability and service response times, resulting in a greater uptime for the fleet. Bioquell continued to work closely with Andy to ensure the impressive initial savings could be maintained for the long-term. Savings secured in the first three years are now set to increase further still after Andy used his expertise to negotiate a free fourth and fifth year rental. As with all projects undertaken, Andy also analysed past invoices, rental and service contracts. Incorrect service costs or over use charges as well as contracts not being cancelled correctly can often be found.

## SUMMARY OF SAVINGS



"The biggest benefit that working with ERA brings is having an experienced, knowledgeable specialist in each specific cost centre. It's also refreshing to have a company working for your benefit instead of trying to sell you something or only suggest solutions that bring them the best commissions. ERA work to get the best results for us as their client, regardless of what that means for themselves."

GEORGINA POPE,  
FINANCE DIRECTOR, BIOQUELL UK LTD.

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## STREAMLINING COMMUNICATIONS

To ensure the best outcomes for a complex project such as telecoms, a strong working partnership between ERA and Bioquell was essential. To review both mobile and fixed line contracts, Keith enlisted the services of telecoms expert, Pritesh Patel, who worked closely with Bioquell's IT team to deliver savings and efficiency gains across these business critical cost centres.

The existing contract sat with a single supplier. Upon further inspection, it was discovered that a number of connections were sitting outside of the shared data allowance on their own individual allowances. In addition, some connections shared usernames across the account, with others having no allocation at all, highlighting poor account management by the provider. Due to being mid-term with the existing supplier, ERA worked with Bioquell to undertake a series of quarterly 'optimisation audits' that allowed changes to be made within the parameters of the current contract. Once the account reached its renewal term, a market review was undertaken. By collaborating and using their combined skills, Pritesh and Bioquell's IT team presented a strong case to the Board for moving the account to a new supplier. One with considerably more competitive rates and shorter contract terms. Due to the complex nature of mobile contracts, even after the account transferred, Pritesh identified a discrepancy and liaised with the new incumbent to negotiate a credit. It's this level of detail and ongoing service on which ERA prides itself.

The Fixed Line and Data Connectivity contracts sat across two suppliers, each imposing different terms. Having obtained refreshing pricing from both existing and potential providers, Pritesh and his Bioquell counterparts devised new, best-fit solutions which offered significant savings and preferential terms. Thanks to market knowledge and careful negotiation, the team was able to consolidate the contracts, resulting in a strengthened position for future renewals and much improved visibility on spend. Since transferring services, ERA have also assisted Bioquell with the installation of a new data connection, with competitive pricing obtained from the same supplier.

"Pritesh and his team brought a level of detailed know-how and experience that proved extremely valuable to us. He knew all the tricks of the trade! Across the board, it's been as much about ERA leveraging their market experience as it has their in-depth knowledge, to secure savings and efficiencies," said Georgina. ERA's working processes don't end with identifying the best-fit supplier and securing savings. After managing Bioquell's transition to the new supplier, Pritesh and his team have continued to monitor usage, spend, savings and data patterns on a quarterly basis. These ongoing audits validate that the promised service levels are being met and keep an open channel of communication between all parties.

## DELIVERING CLARITY & COST SAVINGS

With 10 years' experience working within the national and international parcel distribution industry, ERA specialist, Simon Perkins, was brought in to review Bioquell's courier systems.

"After reviewing the status quo with internal stakeholders, their immediate concern was the quality of the account management from the incumbent," explained Simon. Rates had been going up year-on-year, response times were lengthy - there was a lot of dissatisfaction from Bioquell's side. One of the challenges we faced as a team was incorporating restrictions around hazardous goods into a new tender - some suppliers aren't able to operate under such limitations and it complicates the tender process."

Simon was able to leverage his extensive market knowledge to present a solution with improved levels of service and better rates, particularly on international shipments. Rather than implement a sudden change in operations, Simon worked with Bioquell to undertake a trial period, where both the proposed new and the existing supplier ran side-by-side. Once Bioquell were satisfied that promised service levels and efficiencies were being delivered, Simon helped manage the transition to the new provider permanently. A more user-friendly software system means Bioquell now enjoy fewer invoicing errors and easy reconciliation. Superior account management and support have resulted in a simplified process with much greater transparency.

"Keith and Simon meet with me regularly to present ongoing audits and explain the findings. It ensures that our needs are still being met and that any changes in the business - things like new products or shipping locations - are accommodated. Savings have recently improved again because of added import/ export work and Simon will continue to work closely with us to mitigate challenges around Brexit," said Georgina.

## SAVINGS ON BASICS

As an Office Supplies specialist himself, Keith was able to quickly review the business' spend across each department. Whilst not a significant annual total, Keith felt that the company was nevertheless suffering unnecessary price increases at the hands of the incumbent. And so, with minimal disruption, he managed through a change of supplier, bringing savings and improved service levels.

## ADDED VALUE

- Greater reliability on essential hardware.
- Streamlined contracts for improved visibility.
- Secured refund on historical overcharge.
- Improved service levels and call-out response times
- Strengthened position for future renewals.
- Continued import/export advice re Brexit scenarios
- Independent and objective market reviews.
- Access to cost centre specialists.