

Scale and complexity no match for ERA: bringing clarity and staggering savings to £multi-million insurance matters for Cordant Group

CLIENT: Cordant Group
SECTOR: Professional
COST CATEGORIES: Insurance

SUMMARY OF SAVINGS

Insurance Premiums **22%**

Cordant Group (Cordant) receives substantial savings coupled with the confidence from the best bespoke insurance solutions across all aspects of the business.

THE CLIENT

Founded in 1959, Cordant offers integrated services including recruitment, security, cleaning and technical electrical services. The company blend experience with industry knowledge and digital capabilities to create solutions that boost performance and profitability.

With offices around the country, hundreds of staff and operations spanning the globe, Cordant remains a leader in recruitment and integrated facility services.

THE CHALLENGE

Given the size and complex nature of the business, Cordant's insurance and risk programme attracts a lot of management attention. Its board is focussed on ensuring the optimisation of expenditure on both internal controls and external costs. In 2014, it was decided that, at close to £2 million, such a significant business cost required a completely independent review.

Chief Financial Officer, Alan Connor, reached out to Paul Pearse and Steve Rhodes of Expense Reduction Analysts (ERA) for their considerable experience and expertise in dealing with complex insurance matters. The outcome was a substantial saving coupled with the confidence that Cordant was now receiving the very best in bespoke insurance solutions across all aspects of the business.

Confident that ERA could offer significant benefits to Cordant, ERA Client Relationship Manager, Paul Pearse introduced Alan to ERA's leading insurance expert, Chris Coomber. Chris has a team of six former brokers and insurance specialists whilst his own background covers international project management. Through the ERA Insurance Cost Management team (ERAICM) Chris coordinates and delivers unprecedented levels of service, savings and policy benefits to his clients.

Together, Chris and Paul met with Cordant board members in January 2014 to demonstrate ERA's unique process and their extensive experience within insurance and the wider industry. The team were able to guide the board members through the complex yet unobtrusive process an insurance review of this scale would take.



"I think Expense Reduction Analysts did a great job, in fact if I may say so, much better than we expected! Thank you, you did exactly what you said on the tin and I couldn't ask for more!"

ALAN CONNOR,
CHIEF FINANCIAL OFFICER, CORDANT GROUP

"Cordant had in the region of 27 independent insurance policies covering everything from specialist commercial to pensions and private medical; many of which were intertwined across the company's various businesses. Because of this level of complexity, a main focus for the project was to ensure that the communication lines out to the insurance market were managed effectively and the information was presented in a clear format. This would enable the underwriters to understand the qualities of the business fully and consequently reflect this confidence in Cordant with lower insurance costs and broader cover," explained Chris Coomber.

Scale and complexity no match for ERA: bringing clarity and staggering savings to £multi-million insurance matters for Cordant Group

The Cordant board members quickly understood the value that the ERA team could bring to the business. Impressed with the skills and professionalism brought to the table and the ERAICM's obvious experience in such multifaceted schemes, the project was approved and it was full-steam ahead.

As is standard practice for ERA, a thorough review of existing policies was undertaken. This enabled Chris and other members of the ERAICM team to evaluate the complex nature of Cordant's insurance and risk programme. Armed with a full understanding of the business' current and future requirements, they were then able to identify the best alternative broker who could demonstrate not only similar clients but specialists relevant to all aspects of Cordant's business.

"We pride ourselves on presenting a turn-key solution to our clients with a best-fit broker. For a project of this size and scale, part of this process included us meeting with the chosen broker to pull together the internal team at their end which would ultimately be introduced to Cordant. Due to the complexity and diversity of the policies, we needed to identify experts in several key areas of the risk programme to ensure we would be in a position to deliver a service level and specialist knowledge above and beyond that of Cordant's existing supplier," said Chris Coomber.

As Cordant had an excellent relationship with their existing broker, the board were keen to afford them every opportunity to deliver their best terms possible. Unlike some third party procurement consultancies, ERA are not agents for change and look to secure only what is best for clients. Often, maintaining an existing supplier with improved terms is the most beneficial route.

ERA Client Relationship Manager, Paul Pearse, helps suppliers to see their customers as partners and to understand that working together increases the longevity and mutual benefits of a relationship. After negotiating with their existing broker, ERAICM presented new terms to Cordant. Whilst the incumbent supplier's costs remained higher than the alternate broker, the ultimate difference was at an acceptable level for Cordant to retain their working relationship, on much improved terms.

ERA's client relationships don't end with identifying the best supplier and saving costs. Chris managed the transition to the new and improved service with Cordant's existing supplier to ensure it was seamless. Ongoing reviews by the ERAICM team validate that the promised service levels are being met and keep an open channel of communication between all parties. As with most things in life, communication is key and that's something that ERA prides themselves on.

At the end of the process, with Cordant's original spend substantially reduced, Chief Financial Officer, Alan Connor summed up his experience, "I think Expense Reduction Analysts did a great job, in fact if I may say so, much better than we expected! Thank you, you did exactly what you said on the tin and I couldn't ask for more!"



"We pride ourselves on presenting a turn-key solution to our clients with a best-fit broker. For a project of this size and scale, part of this process included us meeting with the chosen broker to pull together the internal team at their end which would ultimately be introduced to Cordant. Due to the complexity and diversity of the policies, we needed to identify experts in several key areas of the risk programme to ensure we would be in a position to deliver a service level and specialist knowledge above and beyond that of Cordant's existing supplier."

CHRIS COOMBER, CONSULTANT AT EXPENSE REDUCTION ANALYSTS, SUMMARISES THE VALUE OF THE CORDANT GROUP'S PARTNERSHIP WITH ERA

ADDED VALUE

- Full review of company-wide policies.
- Independent third party evaluations.
- Improved supplier relationships.
- Implementation of clear and concise board-level reporting.
- Improved level of service and support.
- Access to specialist insurance experts.

We see opportunities where you never thought possible.
So contact us today to discover the true potential of your business.

Visit eragroup.com