

Much more than cost-saving: ERA work with Kinleigh Folkard & Hayward on new supplier relationship

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| CLIENT: | Kinleigh Folkard & Hayward (KFH) |
| SECTOR: | Property |
| COST CATEGORIES: | <ul style="list-style-type: none"> Significant increase in uptime of fleet Enhanced management reporting Assisted in signing of more beneficial contract Independent and objective market reviews. |

THE PARTNERSHIP

During a review of print suppliers, Paul Ralph, Head of Premises and Facilities at Kinleigh Folkard & Hayward (KFH), reached out to Expense Reduction Analysts (ERA). In what became a long-term, trusted partnership, ERA assisted KFH in finding opportunities to save.

ERA actively managed the account to fruition whilst running a separate mini-tender to establish a new, best-fit supplier. The result: a fleet of faster, better quality and more reliable machines, a staggering saving and a partnership with a new supplier.

THE CLIENT

Kinleigh Folkard & Hayward (KFH) have been at the heart of London property since 1977 and have grown into one of the Capital's most successful property services groups. KFH has a team of over 800 staff and a network of 60 branches across the capital. The business has diversified to provide a comprehensive range of property services for investors, buyers, sellers, landlords and tenants.

THE CHALLENGE

During an initial meeting, Paul explained to ERA Client Relationship Manager, Malcolm May, challenges that KFH were experiencing - covering service levels, machine reliability and costs. It transpired that the incumbent was proposing to upgrade the company's existing fleet - an option that KFH was reluctant to accept but unsure how to avoid. Keen to protect KFH's interests, Malcom brought in ERA Managed Print Specialist, Andy Kinnear. Andy thoroughly analysed contract terms, providing strategic advice. He recommended a formal procurement tender be conducted at the earliest possible opportunity. In the meantime, it was agreed that ERA would complete a mini-tender for six new branches. After assessing existing needs and future requirements, Andy created a bespoke tender which he took out to the open market. A new, best-fit supplier was appointed, and machines installed in each new office.

THE SOLUTION

Simultaneously leveraging his knowledge and experience, Andy actively managed the main supplier - until the contract reached the point of renewal. Impressed with the trial outcome, KFH requested that ERA perform a full tender. After taking the opportunity out to market, Andy presented a recommendation report and several best-fit suppliers who were then invited to present to Paul and his team. Based on a combination of the savings negotiated by Andy - a staggering 49% - and the improved service levels already experienced, the contract was awarded to the same supplier who had conducted the trial. Now all machines operate under the same umbrella.

"ERA took the tender process totally off our plate - literally the only thing we had to do was read through the recommendation reports, be presented to and then make the final decision. And it was a fairly easy decision to make, based on the work that Andy had put in," said Paul.

"We were incredibly impressed with Andy's work and the initial project outcome. Branches reported a massive increase in reliability, quality and speed. Response times averaged two hours versus six with our previous supplier and same-day fixes as standard ensured the uptime of the new fleet was close to 100%."



Kinleigh Folkard & Hayward

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OUTCOMES

KFH now enjoy a fantastic relationship with a supplier who is both engaged and proactive. In addition to the contract-wide savings achieved, a new 'follow-me' printing system was implemented across the entire, upgraded fleet. This has dramatically improved efficiency and continues to consistently save KFH significantly on costs per quarter.

A testament to the success of the partnership, the incumbent is now working on several value-add solutions, including hybrid mail printing, in order to ensure KFH remain market leaders in an evolving business landscape.

"Service levels have gone way up; reliability of the machines is exceptional, and the savings are enormous - we've literally halved our costs for the entire two years. ERA have helped us to cultivate a fantastic relationship with our new supplier meaning that ongoing co-ordination and service issues are handled swiftly and efficiently," said Paul. "We've also enjoyed unseen savings. Print quality is now so good that we can produce our own window cards instead of outsourcing. Andy also highlighted that branches were operating their own print strategies, so, we've been able to bring all offices round to a more standardised, cost-effective approach."

"I would 100% recommend working with Andy and ERA. We wouldn't have found our new supplier without them. What we have now is a partnership, in every sense of the word."

PAUL RALPH
HEAD OF PREMISES AND FACILITIES, KFH.