

# Matthew Arnold & Baldwin LLP make significant savings

<b>CLIENT:</b>	Matthew Arnold Baldwin LLP
<b>SECTOR:</b>	Professional
<b>COST CATEGORIES:</b>	Records Management, Office Supplies, Telecommunications, Document Production, DX & Postage

In January 2016 Matthew Arnold & Baldwin LLP (MAB) completed a three-way demerger with the departure of its 75-strong Banking & Finance team to Dentons, 30 Corporate, commercial property, IP & IT fee earners to VVW, and commercial and wealth management to Hill Dickinson.

In the four years leading up to the demerger Expense Reduction Analysts (ERA) provided a broad range of services across Document Production, Records Management, Telecommunications, Office Supplies, DX & Postage.

## THE CHALLENGE

When MAB decided to commence a review of operational costs and productivity, Finance Director, David Abrahams engaged the services of consultant Jason Adderley to scope out a programme of work.

Jason takes up the story, "When I was first engaged by MAB it was clear that, anticipating a period of significant growth, the firm had neither the time nor the resources to quickly interrogate elements of the nonsalary overhead themselves. However, the Finance Director recognised that any savings identified could be put back to work winning new business or helping towards the costs of hiring additional revenue-generating staff. We quickly agreed to address several areas of expenditure."

## RECORDS MANAGEMENT

ERA commenced the records management project in the knowledge that the incumbent supplier was also a valued client of the firm. Our assignment took the form of a robust market test, which was followed by post-tender negotiations enabling MAB to save 30% per annum without any negative cost of change.

## OFFICE SUPPLIES

Using MAB's historic purchasing profile to create a core List of products, ERA tendered office supplies expenditure to midmarket stationers. After being provided with a range of like-for-like savings options MAB opted to remain with their incumbent supplier at a saving of 38% per annum. ERA continued to audit office supplies expenditure and savings for a total of 48 months - retendering once which resulted in additional savings and a supplier change. Over the audited period MAB saved over £110,000 of which £24,000 resulted from mischarges recovered by ERA.



Matthew Arnold & Baldwin LLP

**"I was highly sceptical of Jason's claims during our initial meetings, but I am happy to say that his team managed to consistently outperform my expectations and their specialists know their business. By giving us the choice to retain many of our existing suppliers the process proved to be less risky, intrusive or time consuming than I'd feared. We also saved a significant sum, in excess of £650,000 over the course of the engagement up to January 2016."**

**DAVID ABRAHAMS**  
FINANCE DIRECTOR, MATTHEW ARNOLD & BALDWIN LLP

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## TELECOMMUNICATIONS

ERA's telecommunications expert Pritesh Patel delivered savings in excess of 30% in the renewal of the MPLS contract. Once again the incumbent supplier was retained, but not before Pritesh had successfully fought off a proposed increase in the tariff, and then proceeded to reduce costs by a further third through the tender process. Savings in excess of 30% were also achieved for fixed line and mobile telecommunications.

## DOCUMENT PRODUCTION

ERA's document production expert Brian Pinner indicated that MAB's managed print contract was projected to breach its copy threshold early, so steps were taken to avoid paying a higher 'default tariff' for photocopying and printing. Following another complex tender and negotiation exercise savings in excess of £30,000 per annum were identified with the incumbent supplier - another client of the practice. Finance Director, David Abrahams further improved the offer by securing a preferential rate for the lease funding of the new multi-functional devices and printers from the firm's bankers.

## DX & POSTAGE

DX and Postage turned out to be two more tricky assignments. As Jason notes, "We were rather blown away by the DX tariff David Abrahams had himself managed to negotiate, so we were able to close that project quickly and confirm that best value was already being obtained."

The postage project proved to be a real challenge, as the best savings could only be obtained with a substantial change in process and migration to a Royal Mail Online Business Account (OBA). "The project started at a convenient time as we were going to have to replace our franking machine. At ERA's suggestion we tried OBA over about two months, but it really didn't work for us at all," explains David. "Managing internal resistance to change was one thing, but more importantly persistent and day-end, time-critical problems accessing Royal Mail's systems caused real issues in getting the post out the door."

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JASON ADDERLEY  
LEAD CONSULTANT, ERA

"The general impression was that for us the cost savings didn't justify the upheaval and risks involved. Although ERA did their best to get the process flowing smoothly, eventually we agreed the best course of action was to return to our previous practice of using of franked mail. Happily however, ERA was then able to negotiate a significant reduction in the quoted cost of the contract for the machines."

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