

Strategic supplier cuts and thrusts for Rapier

CLIENT: Rapier Employment
SECTOR: Transport & Warehouse
COST CATEGORIES: Telecoms

THE CLIENT

Rapier Employment is the UK's specialist supplier of workforce solutions to the transport and warehousing sector, with 25 years of excellence in providing dedicated warehouse, production line and all class driver workers to leading third party logistics organisations, major supermarket retailers, automotive manufacturers and food packaging companies, among other clients.



THE CHALLENGE

Telecoms savings were the highlight of Expense Reduction Analysts' (ERA's) engagement with leading transport and warehousing employment agent.

"We first approached Rapier in February 2013," says Ian Arundell, Business Development Manager at ERA. "It was immediately apparent that telecoms - both fixed and mobile - were very important categories of expenditure for Rapier, given the focus of their business and the itinerant nature of their staff's working patterns. I was fortunate to be able to call upon the expertise of my colleague, Nigel Rosehill, to analyse Rapier's costs in these areas."

Nigel Rosehill takes up the story: "The fixed line and mobile phone projects were very different. Rapier's fixed line expenditure was subject to long-term contracts. When we analysed the rates, we found that they were out of line with where we thought they ought to be, so we worked with the existing supplier to optimise the relationship."

"On the mobile side, there was dissatisfaction with the current supplier's level of service, and there was evidence of some overcharging. A major factor in the direction that Rapier's mobile phone expenditure took was the nature of their business: their staff work on different customer sites, and therefore are never sure what the signal will be like in their next location."

"We therefore recommended that they switch to a multi-supplier channel, whereby they would not be limited to a single network on any given site. This has given Rapier a high degree of flexibility which supports their business needs."

Nigel Rosehill was also asked to look at Rapier's data solutions. With a head office and seven branch offices, the data flow around their intranet was crucial to Rapier's performance. "Our analysis found that they were often bumping the limits of their bandwidth," says Rosehill, "and that this was affecting business efficiency."

Nigel knows more about the Telecoms category of expenditure than anyone I have ever met. He reduced our £100,000 spend to about £40,000 and got us better service into the bargain. It is great to be able to tap into that level of expertise.

Having known about Expense Reduction Analysts, I was confident that they could do a great job. The knowledge and expertise that Nigel Rosehill brought to the table was hugely valuable. We could never maintain that level of expertise within our finance operation. And we had to do very little - they drove the process, dealt with the suppliers - it was an easy ride for us. Expense Reduction Analysts have this great tool-bag of resource that you can open up for all the areas you're interested in. It is a great concept.

IAN ROOSTEN
HEAD OF FINANCE, RAPIER EMPLOYMENT

"We recommended changes to improve the data connectivity between sites. Rapier was able to make this investment and at the same time save money, because the capital costs were more than covered by the savings that we realised."

Rapier has subsequently asked ERA to look at data backup and disaster recovery solutions, as well as investigating more efficient ways of communicating with temporary staff, such as mass SMS messaging.

Nigel Rosehill concludes, "The projects for Rapier underline the value of looking at an organisation's communications holistically. We listened to the needs of the business - including future requirements - and we recommended enhancements to every facet of their communications, whilst still saving them money. This was achieved using a variety of approaches - changing the mobile phone supplier, but retaining incumbents for fixed line and data communications."