

# Profits that perform for The Lowry

<b>CLIENT:</b>	The Lowry
<b>SECTOR:</b>	Entertainment & Education
<b>COST CATEGORIES:</b>	Stationery, Catering, Janitorial Supplies, Communications, Gas, Electricity, Energy Efficiency, Insurance, Waste, Merchant Card Fees, Confectionery, Mailing & Fulfilment

Expense Reduction Analysts (ERA) consultant Adam Wheatley has been working with The Lowry to reduce its expenditure levels.

Jon Brabbin, Financial Director for The Lowry comments: “We first tested ERA in areas in which we thought we already had competitive arrangements in place, and were surprised by the level of savings they were still able to achieve for us.”

## THE CLIENT

Set in a magnificent waterside location at the heart of the redeveloped Salford Quays in Greater Manchester, The Lowry is an architectural flagship with a unique and dynamic identity. It opened in April 2000, bringing together a wide variety of performing and visual arts under one roof. Opening its door to the best in entertainment and education in the arts, The Lowry aims to give everyone access to new areas of creativity and to embrace its broad community.

## THE CHALLENGE

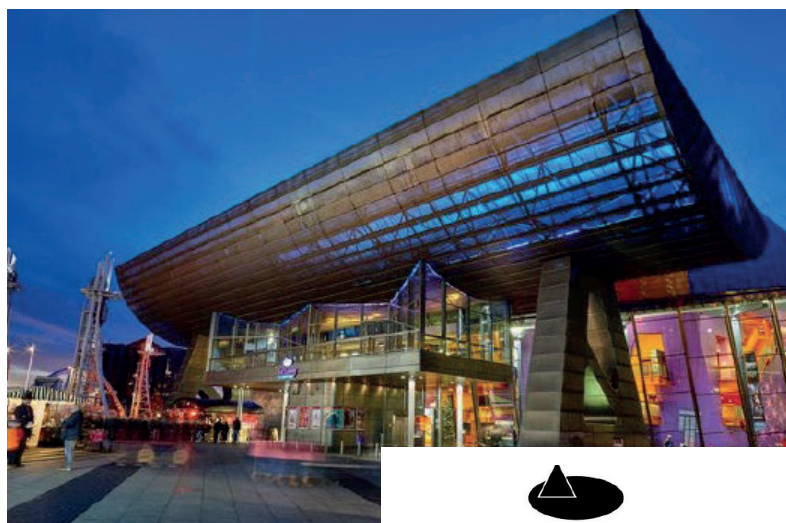
With the assistance of ERA’s Diane Lane, Adam reviewed expenditure on catering, janitorial supplies and stationery. Each of these investigations culminated in savings for The Lowry, and Jon is delighted. When asked to review The Lowry’s expenditure on communications and energy, Adam invited fellow analyst Judith Ashurst to investigate these cost areas. Jon explains, “These are areas in which we have no experience of our own and for this reason we have very much valued the work that Judith has carried out.”

As a result, The Lowry asked that Judith continue to provide an ongoing service in these areas as well as undertake an audit of energy efficiency.

ERA’s insurance team was then engaged to handle The Lowry’s insurance renewals. Jon says, “I had no great expectations of a significant result despite the insurance expertise Expense Reduction Analysts provided.

## SUMMARY OF SAVINGS

STATIONERY	23%	£5,769
CATERING	3%	£1,445
JANITORIAL SUPPLIES	17%	£7,351
COMMUNICATIONS	14%	£2,340
GAS	5%	£2,216
ELECTRICITY	4%	£6,000
ENERGY EFFICIENCY	5%	£22,661
INSURANCE	8%	£17,706
WASTE	32%	£6,395
MERCHANT CARD FEES	8%	£4,898
CONFECTIONERY	9%	£4,836
MAILING & FULFILMENT	16%	£37,939
<b>TOTAL SAVINGS</b>		<b>£119,556</b>



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**JON BRABBIN**  
FINANCE DIRECTOR, THE LOWRY

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In fact, I am still unsure how Expense Reduction Analysts can achieve results in the way they do, but they certainly exceeded our expectations and secured a good result for us! It was not just their ability to organise lower rates, but their detailed investigation into our needs that was most impressive. They provided an impartial review, answered all questions clearly, and managed to implement their result without any change to our broker arrangements.”

Meanwhile Julia Goodfellow of ERA’s banking team reviewed merchant card fees. Jon’s main priority was a desire to stay with the same bank and therefore did not want his current banking relationship to be disrupted by negotiations. Julia managed to achieve a saving and Jon comments, “I was doubly pleased when Julia and her banking team delivered a saving from my current banker with no noticeable impact on the relationship.”

The Lowry’s marketing function also engaged with Expense Reduction Analysts to look at Mailing and Fulfilment. This resulted in further significant savings for The Lowry.

Jonathan Harper, Marketing Director comments, “I was particularly impressed with the way that Mike Stevenson of Expense Reduction Analysts worked closely with my team to ensure that the new supplier bedded in to our requirements. As always, there were one or two points along the way where it might have gone wrong, but through team work we were able to deliver this great result for The Lowry.”

Jon Brabbin concludes, “We have been working with Adam and his colleagues for some time now, and the relationship is very strong, mainly due to their willingness to be flexible and their persistence to get the best possible result.

Since the projects completed have proved to be so successful for us, we are of course very keen to keep finding more cost areas for Adam and his colleagues to review. It is Expense Reduction Analysts ability to draft in experts in any given cost area from their network which has most impressed us. In areas as diverse as stationery, communications and confectionery, Adam has been able to deploy specialist expertise with a wealth of experience and knowledge.”

There remain many areas in which The Lowry can continue to benefit from savings delivered by ERA and more projects are planned.

