

Road One tows away \$55,000 annually on telecom & payroll waste



The client

RoadOne West Towing operates a fleet of over 300 trucks and heavy-duty transports, offering towing, hauling, transport, lien, storage, salvage, and auction services. Its clients include law enforcement agencies, commercial fleet operators, motor clubs, automobile dealers, insurance companies, and individual motorists.

The challenge

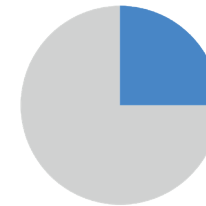
Following expansions through acquisitions in California, Arizona, and Seattle, RoadOne's operations inherited a patchwork of legacy telecom services from various providers. Additionally, payroll processes covered 400 employees, 500 W-2s, 75 wage garnishments, and Federal Enterprise Zone (EZ) credit filings. Leadership recognized an opportunity to question the status quo, particularly whether telecom systems could be consolidated and payroll costs reduced, while ensuring service quality remained high. So, they reached out to ERA Group, formerly Expense Reduction Analysts, for help.

The solution

Our specialists conducted a thorough analysis of RoadOne's payroll and telecommunications expenses. For telecom, we inventoried all voice and data services, eliminated unused or duplicate lines, identified "evergreen" clauses allowing automatic renewals, and implemented service improvements such as online reporting and diagnostics. For payroll, ERA issued RFPs to both incumbents and competitors, creating competitive tension that led the existing provider to offer better terms, including a two-year price guarantee, capped increases in year three, and lower costs.

The result

ERA's work produced annual savings of \$13,818 (25.6%) in payroll costs and \$41,429 (23.6%) in telecom expenses—totaling \$55,247 in yearly savings, or 25% overall. **Beyond cost reductions, RoadOne gained improved business processes, better vendor relationships, and greater visibility into its expenses.**



Telecommunications
25% annually

“ Working with ERA not only helped us reduce costs, but has also helped us better understand what we are paying for and how we can be better customers for our vendors. ”

DALE WINETEER, PRESIDENT – ROADONE

