



**IT Company**

<b>Start Point</b>
<ul style="list-style-type: none"><li>• £6.7m spend</li><li>• Multiple suppliers</li><li>• Functional demarcation</li><li>• Minimal contractor control</li><li>• Inconsistent quality</li><li>• Low technical operation</li><li>• Low customer satisfaction</li></ul>
<b>Objective</b>
<ul style="list-style-type: none"><li>• Reduce costs</li><li>• Consolidate invoices</li><li>• Flexible service provision</li><li>• Supplier accountability</li><li>• Measurable service</li><li>• Improve customer satisfaction</li></ul>
<b>Methodology</b>
<ul style="list-style-type: none"><li>• Bundle services</li><li>• Multi skill staff</li><li>• Rationalise suppliers</li><li>• Electronic invoicing</li><li>• On-line workflow management system</li><li>• Formalise SLA's</li><li>• Feedback to key customers</li></ul>
<b>Outcome Benefits</b>
<ul style="list-style-type: none"><li>• 17.8% savings</li><li>• Service improvement</li><li>• 1 invoice per region</li><li>• Visible performance measures</li><li>• Heightened Customer Satisfaction</li></ul>