



Pan European Service Delivery

Start Point
<ul style="list-style-type: none">• Major telecommunications company with pan-European portfolio• Ad-hoc mix of suppliers across Europe• Certain countries had no financial visibility• No consistent reporting or measurements
Objective
<ul style="list-style-type: none">• Requirement for Cost Savings• Consistency of delivery of model• Consistency of process
Methodology
<ul style="list-style-type: none">• Introduction of central account manager• Introduction of web-enabled systems and processes• Continuity of suppliers across Europe for certain service lines• Employment of local resources in national Samsara companies
Outcome Benefits
<ul style="list-style-type: none">• Single reporting conduit for UK, France and Italy• Financial visibility in Italy• Shared Cost Savings in UK and France• Rationalisation of suppliers• Single point of contact for client• Cultural issues addressed by local management