

## CITY & GUILDS GROUP

– A global leader in skills development



City & Guilds Group realised  
**INSTANT CASHFLOW SAVINGS OF 30%** with  
**PROJECTED COMBINED SAVINGS OF 60%**  
on contract renewal in 2021

### Challenges

- As a result of several acquisitions, City & Guilds Group's c.900 connections were split across five contracts with three different network providers, including one contract that was sourced through an independent mobile phone agent
- The procurement team identified a large increase in actual vs. projected costs of its main O2 contract
- City & Guilds Group stipulated that Billmonitor's remuneration was based on delivering results, agreeing on a success-only approach to ensure they were only paying for actual savings.

### Solution

Using the unique Billmonitor software, Billmonitor identified significant cash-saving actions:

- Removal of 144 dormant and out-of-contract connections
- Identifying 82 dormant but still-in-contract connections that could be recycled, reducing the need to purchase new connections
- Increasing data allowance for relevant individual connections and amending roaming bundles to reduce high recurring out-of-allowance charges
- Consolidation of the mobile phone arrangements and transferring 142 connections to a new contract directly with O2, without having to switch networks

### Results

- The removal of dormant and out-of-contract connections achieved **MONTHLY CASH SAVINGS OF £2,381**
- Hundreds of pounds saved instantly through bundle and tariff optimisation
- The reorganisation and renewal of 195 connections pushed total **MONTHLY CASH SAVINGS TO 30%** of all O2 connections
- **TOTAL CONTRACT SAVINGS EXPECTED TO DOUBLE TO 60%** on contract renewal in 2021

## City & Guilds Group's profile

City & Guilds Group believe in the power of skills to build successful careers, businesses, and economies. Together with ILM, Kineo, The Oxford Group, Digitalme and Gen2, City & Guilds are able to provide a broad and imaginative range of products and services that help people achieve their potential through work-based learning. The Group's purpose is to help people, organisations and economies develop their skills for growth.

### The City and Guilds of London Institute

Established in **1878**

Offices: **UK, Europe and Australasia**

Connections: **c.900**

Employees: **c.1,500**

## Delivering cash savings and better expense monitoring

At the beginning of the project, Billmonitor worked closely with the Group's procurement team to map out the various contracts with a view to develop an action plan for the next 18 months, at which point the group would be left with the desired two mobile phone contracts, giving its employees a choice between O2 and EE.

Removing dormant connections that were already out of contract delivered instant cash savings, while identifying those that are still in contract allowed the Group to reduce the need for purchasing additional connections. Further savings were achieved by optimising tariffs and bundles to address high out-of-allowance charges for excess data, international calls and international roaming.

Having reviewed the contract recommendations made by the independent mobile phone agent, Billmonitor agreed with the Group to consolidate all O2 connections onto a new shared data plan, starting with all those connections that were already out of contract.

While significant savings have already been realised, the wide range of contract end dates requires an active account management over the next 18 months, at which point the renewal of the last remaining two contracts is expected to bring the **TOTAL CONTRACT SAVINGS TO ABOUT 60%**.

Commenting on the City & Guilds Group account, Billmonitor Managing Director Klaus Henke said:

*"While City & Guilds Group has always been very cost conscious, the complexity of managing nearly 900 connections across five contracts made it very difficult for the procurement team to identify cash savings; something our Billmonitor software could discover in a few hours.*

*What started as a one-off account review turned into an 18-month mandate to maximise savings and to improve expense monitoring and reporting across the group."*