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# Veropath

## Case Study: Integral

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## Veropath reduces Integral's annual telecoms costs by almost half



**INTEGRAL**

Integral is Britain's biggest and fastest growing national provider of comprehensive maintenance services for commercial and public sector buildings. The company has 2,500 employees spread across 15 sites and offers services from 12 specialist divisions.

We were invited to review the recommendations of a major consultancy firm which had already assessed the company's telecoms estate, as Integral felt that these lacked clarity. We were also asked to provide additional recommendations as well as those already presented.

### Assessment and Benchmarking

Integral was faced with two specific challenges, both of which are common for many organisations. Firstly, its workforce has varying technology needs and is highly dispersed across the UK. Secondly, Integral faced rising costs in order to provide these essential services to its employees and to its national client base.

With over 1,300 contractors working 24 hours a day, Integral's main concern was its mobile network service. We started by carrying out an Assessment to provide an in-depth analysis of Integral's current telecoms usage and to analyse the synergies between the company's fixed-line and mobile call profiles. After the Assessment process we were able to identify natural synergies between both services, which provided a clear indication of where Integral could reduce overall expenditure.

We then carried out a Benchmarking exercise to gather cost and service options from the marketplace, and this enabled us to identify the best possible service provider for Integral's needs, based on the company's call profile. Two primary suppliers were identified as providing the best complete telecoms service offering – and in addition to the significant cost savings which were achieved by moving to these providers, huge service benefits were also gained.

## Results

### Reduced cost

After the Assessment and benchmarking exercise, Integral gained an annual reduction across its entire telecoms expenditure of 46%. These savings were well above and beyond the recommendations of the original consultancy firm.

### Improved efficiency

The implementation of better technologies throughout the business has greatly enhanced the efficiency of all 1,300 contractors.

### Enhanced clarity

The ongoing service from these providers also delivers improved clarity on billing, allowing integration to accounting systems and accurate forecasting on future spend.

The benefits which Integral has gained were made possible thanks to the unique and industry-leading Veropath platform and by the expertise and experience of the Veropath team, as Finance Director Paul Salmons concludes:

*"We had started the contract review process for our 1,200 mobiles and landlines in house when our Chairman recommended Veropath. Being extremely knowledgeable in the telecoms field, they were able to analyse our call data and identify alternative suppliers. They professionally managed the whole negotiation process resulting in our bills being halved. This process not only saved us money but allowed us to concentrate on running our business."*