



## North Warwickshire Borough Council

Based at Atherstone in the centre of England, North Warwickshire Borough is a rural area bordered by Birmingham and Coventry, and the towns of Tamworth, Hinckley and Nuneaton. Providing a wide range of services to 61,700 residents spread over an area of 28,418 hectares, the Council recognised the need for efficient telecommunications at reasonable cost, and in October 2000 they engaged cost management analysts Smith Bellerby to undertake an audit of landline and mobile telecommunications services.

The initial audit, carried out at the client's main offices in Atherstone, identified that North Warwickshire Borough Council make over 200,000 telephone calls each year using landline telecommunications. The initial audit was followed by individual audits of four leisure centres at Polesworth, Coleshill, Atherstone and Arley.

Having concluded the audit process a thorough analysis of the client's usage profiles and costs was made, culminating in a number of invitations-to-tender being issued to potential suppliers. A detailed report was then prepared and presented to John Morris, the client's Telecommunications Administrator, and Jack Brierley, the Borough Secretary. The report identified significant savings that could be achieved, particularly in mobile telecommunications costs.

Implementation of the recommendations in the report was completed by Smith Bellerby within two months of the report being presented, and the savings have been monitored every month to ensure that best value is still being received.

In April 2002 the client requested that "e-billing" for mobile telephones be investigated, and in June 2002 Smith Bellerby not only started to re-present in electronic format all mobile billing, but also provided the client with all internal credit information and cost centre management paperwork, which previously took the client half a day per month to complete.

Mr John Morris of North Warwickshire Borough Council commented "The professional and friendly service provided by Smith Bellerby has not only reduced the Council's direct costs by more than £18,000 per year, but has also streamlined the way telecommunications invoices are processed, and thereby reduced our indirect costs as well"

**Annual Savings**

