



Case Study



Smith Bellerby Ltd
7-8 Abbey Court
High Street
Newport
Shropshire
TF10 7BW

Bush Healthcare

THE CLIENT

Bush Healthcare is Wales' leading mobility specialists. They are a family run company with 10 stores across South Wales and a Head Office in Aberdare. They specialize in the supply and installation of high quality mobility products, stair lift solutions and bathing and shower adaptations.

THE CHALLENGE

Bush were concerned about the amount of time they were spending on sorting out new contracts and supplier queries, especially as the business was growing and new shops were being added to their portfolio. Their finance team was not convinced that they had the in-house expertise to negotiate best value utility contracts.

WHY SMITH BELLERBY?

Bush wanted a hands-on service which would take away the hassle of dealing with all their utilities. Part of the

audit process involved visiting each of the shops to identify the various services being used, so that an accurate picture of their utilities and telecoms could be developed as a benchmark against which to measure future savings.

With the audit completed, we then started generating savings by tidying up the fixed line telecoms estate and putting a new, more cost effective mobile contract in place. Bush had suffered a rash of spurious insurance claims that their vans had inflicted damage on parked vehicles, when the vans weren't even in the vicinity.

We sourced a vehicle tracking system which was fitted to provide evidence of the location of all the vans all of the time, so that spurious insurance claims could be easily and effectively challenged. It also ensured that Bush were able to direct the nearest engineers to deal with urgent installations, reducing fuel usage. Energy contracts are tendered in a professional manner using accurate consumption data to ensure that the best prices are obtained. All the client has to do is decide how long they want their contracts to run.

KEY MESSAGES

- *We provide a friendly, professional service which provides complete peace of mind.*
- *We take care of all utility supplier issues & queries saving you precious time.*
- *We ensure you receive excellent value for money on all utility expenditure.*

SOLUTIONS

- Procurement
- Supplier & Portfolio Management
- Invoice & Financial Management
- Usage Monitoring & Reporting
- Advice on new technology
- Management of electricity, gas, water, fixed line telecoms and mobiles for 10 shops, Head Office and a fleet of mobile service and installation engineers.



Although we are not a large energy user, they have saved us significant sums and then assisted us with projects not originally within their brief. Their whole team was always provided our company with the best of customer service and assistance, whatever the request, large or small.

Christine Taylor
Finance Manager

