

## Services Firm Case Study

### Realized \$181,549 in annualized savings

This Service organization had over 8,000 employees working at 20 locations in North America when we worked together.

Their company had grown quickly as a result of their exceptional customer focus and results.

A long term vendor relationship existed and our client was happy with the pricing and service support they were receiving.



### The Challenges:

- **Product quality and vendor support were critical factors.**
  - This client prided itself on and their growth was attributed to providing exceptional service to their own clients. No reduction in quality would be allowed.
- **This client was growing quickly and their internal resources were already stretched.**
  - They didn't have time to develop a comprehensive industry specific Request for Proposal (RFP) and release it to multiple vendors
  - Or to collect and evaluate the data collected from responding vendors
- **A lack of industry specific cost and support benchmarks.**
  - This client could only benchmark RFP results against their current agreement. Although they measure savings and support enhancements against their current agreement, they still wouldn't know what was possible.

### Outcomes:

- **After working together, our client was convinced to periodically evaluate significant expense categories, using an industry expert for the review.**
  - They recovered hundreds of thousands hard operating capital dollars and simultaneously enhanced their vendor's service support
- **An enhanced and easy to manage Service Level Agreement (SLA) was created.**
  - Clear product and vendor support performance metrics were established
  - Performance metrics that were easy to measure for all parties and penalties were implemented for non-performance
- **BottomLine Advantage completed the copier expense review and recovery with a minimal time investment from the client.**
  - Our client remained focused on their key initiatives and received hundreds of thousands of hard dollars to redirect to better serve their organization.

**ROI on this project was \$ 36,309 / Client Hour**