

RoadOne West Towing Removes Obstacles

CLIENT	Roadone	COST CATEGORIES	Payroll
SECTOR	Towing & Transportation		

ERA SAVES \$55,000 A YEAR IN PAYROLL AND TELECOM COSTS

A GOOD TIME TO ASK QUESTIONS

When RoadOne West Towing expanded its towing and transportation services through acquisitions in California, Arizona and Seattle, it took advantage of an opportunity to question the way business was conducted.

For example, with an increased number of facilities now under a single management, would it be possible to consolidate telecommunications? What about payroll?

For answers, RoadOne West turned to Expense Reduction Analysts (ERA). ERA cost-reduction experts analyzed expenses, issued RFPs to incumbent providers and competitors, and evaluated responses based on price as well as service, quality, and capabilities.

A GOOD TIME TO CREATE COMPETITIVE TENSION

As is often the case with expansions through acquisitions, RoadOne's telecom services were a patchwork of legacy phone lines and internet services with different providers.

ERA analysis and recommendations involved inventorying all voice and data services; eliminating unused or duplicate services (a \$33,800 savings); improving business processes and services (RoadOne now has access to on-line reporting and diagnostic tools); identifying "evergreen" clauses, which allow automatic renewals; and reducing annual telecom expenses.

RoadOne's payroll covered 400 employees, 500 W-2s, 75 wage garnishments and filing for Federal Enterprise Zone (EZ) credits. The incumbent, anxious to retain the business in light of the competitive

tension created by ERA, provided more attractive terms; a two-year price guarantee; a capped increase for year three; and lower costs.



Working with ERA not only helped us reduce costs, but has also helped us better understand what we are paying for and how we can be better customers for our vendors.

Dale Wineteer, President



ABOUT ROADONE

Road One owns a fleet of 300+ trucks and heavy-duty transports. It offers a range of towing, hauling, transport, lien, storage, salvage and auction services. RoadOne customers include law enforcement agencies, commercial fleet operators, motor clubs, automobile dealers, insurance companies and individual motorists.

PROJECT INFORMATION

Expense:	Payroll
Annual Savings:	\$13,818
Overall Savings:	25.6%
Expense:	Telecom
Annual Savings:	\$41,429
Overall Savings:	23.6%