



**Expense Reduction  
Analysts**

**What if you had the  
financial resources  
to do more?**

## ERA Delivers Incremental/Sustainable Savings of \$4.3 Million

### Overview

Suddenlink Communications is the seventh largest cable system operator in the US, supporting the information, communication, and entertainment demands of more than 1.5 million residential and commercial customers.

In 2011, Suddenlink was searching for a partner to complement its internal capabilities with strategic insight and “expertise” to deliver meaningful and sustainable savings and provide best practices in the area of vendor selection and management. ERA was selected in May 2011 and the partnership began.

### The ERA Difference

ERA is a partner who leverages their knowledge, market insights, and provides alternative solutions based on “best practices” that delivers incremental and sustainable value. The ERA process of discovery, analysis, recommendation, implementation, optimization, and monitoring is viewed as “uniquely different”.

Suddenlink was able to leverage ERA resources and expertise to drive sustained improvements in vendor service quality and pricing. The company values ERA as a trusted advisor, indirect expense “specialist” and client advocate.

### Let Us Help

We’re ready to help you discover the solutions that are right for you. Contact an ERA Consultant in your area to learn how we can help you find additional cash that you might be leaving on the table.

### Benefits to Suddenlink

- Access to “insider knowledge” of suppliers/vendors
- Limited impact on business operations
- Sustainable savings through ongoing cost management and optimization techniques
- Process simplification and standardization

Spend Category	Annual Savings	Suppliers
Small Package Freight	\$1,000,000	Incumbent
Freight Less than Truckload	\$840,000	New
Fleet	\$480,000	Incumbent/New
Merchant Processing Fees	\$400,000	Incumbent
Office Equipment - Copiers	\$380,000	Incumbent/New
Uniforms	\$350,000	New
Third Party Utility Locates	\$250,000	Incumbent/New
Office Supplies	\$220,000	New
Telecom	\$160,000	Incumbent
Waste	\$140,000	New
Janitorial Supplies	\$80,000	Incumbent
<b>Annualized Total</b>	<b>\$4,300,000</b>	

“ERA is uniquely different from any other expense reduction firm or our own internal resources. They provide a preliminary assessment and strategy for reducing expenses. Their process is consistent and we appreciate their long-term view. We did not have the resources, expertise or time to deliver the savings and understanding of best practices that ERA could provide.

Thanks to ERA, we found sustainable and tangible savings without having to invest in large corporate functions. They are a true partner and trusted advisor”

- Jim Fox, SVP and Chief Accounting Officer  
Suddenlink Communications