

# ERA Helps Multi-Service Broadband Operator Save Six Million Annually

**Client** Undisclosed

**Sector** Multi-Service Operator in the Cable TV, Internet and Telecommunications industries

**Added Value** category best practices, market insights, vendor introductions, limited impact on operations, category expertise, knowledge transfer, sustainable savings, process improvement

## Industry Knowledge and Expertise Yield Substantial Savings

### THE CULMINATION OF A STRONG RELATIONSHIP

The client is a leading multi-service broadband operator serving 1,500 communities and 22 states in North America. Their culture revolves around time sensitive service delivery while keeping an eye on all costs. The client has been very successful in managing costs while maintaining high business and customer satisfaction standards.

Although the client had already begun investigating ways to reduce costs, they didn't have the bandwidth or the resources to implement an effective strategy. This experience led the client to understand that they lacked the time, resources, market knowledge and expertise to achieve the greatest level of savings and customer service for all cost categories, so they decided to enlist a strategic partner with a commitment to transfer their knowledge to assist with this effort.

### ERA PROVIDES MORE TO THE BOTTOM LINE

The multi-service broadband operator reached out to ERA to leverage its expertise and industry insights. The client realized that its greatest cost management successes were in core business areas and required extensive resource commitments to achieve the highest level of savings possible. Since the inception of its relationship with the client, ERA has found several substantial savings opportunities.

ERA stepped in to ensure continued growth to their bottom line by evaluating several of their cost categories. A key client initiative addressed by ERA was time sensitive service delivery with significantly lower cost structure and as a result of our active monitoring and optimization identified significant incremental savings opportunities after initial implementation. Overall, ERA's experience with industry suppliers and business practices allowed for a very transparent and smooth partnership that delivered meaningful results.



### PROJECT INFORMATION

SPEND CATEGORY	ANNUAL SAVINGS	OVERALL SAVINGS
<b>Copiers and Printer Maintenance:</b>	\$310,000	45%
<b>Small Package Freight:</b>	\$4,368,000	28%
<b>Freight:</b>	\$772,000	34%
<b>Merchant Card Fees:</b>	\$288,000	49%
<b>Office Consumables:</b>	\$141,000	15%
<b>Office Print:</b>	\$54,000	20%
<b>Waste:</b>	\$80,000	13%
<b>ANNUALIZED TOTAL:</b>	<b>\$6,013,000</b>	