

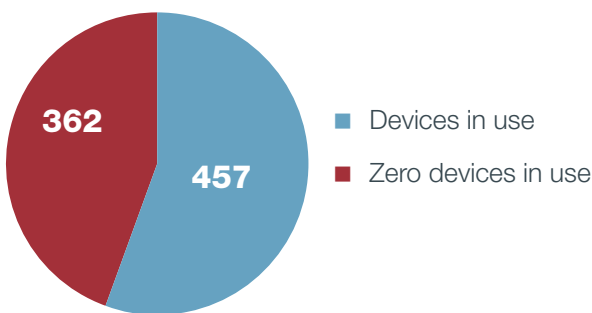
A regional NHS trust reduced its mobile telephony estate by **over 25%** by utilising technology expense management processes

Challenge

A regional NHS trust who provide a wide range of acute hospital and community services with over 3,000 staff contacted Crown Commercial Service (CCS) as they wanted to better understand their mobile estate prior to a planned procurement exercise. This covered identifying opportunities to reduce costs and eliminate any waste. The trust needed improved visibility on their mobile estate to make informed decisions on what to procure and how to improve their ongoing estate management practices.

How CCS helped

CCS carried out analysis on the mobile telephony billing data and identified 819 connections in the NHS Trust estate; 362 of these connections were identified as having zero usage. As part of the CCS managed service, the top 10 users by cost were also identified.

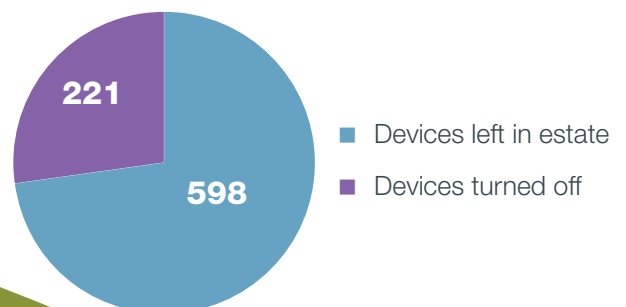


Zero usage information is based on outgoing calls, SMS and data use only, not incoming calls. Further investigations were made on the 362 zero use devices to identify if any were being used for incoming calls only. It was found that the top 10 users by cost were predominantly using these work devices for personal use rather than business, plus premium services such as directory enquiries were being utilised.

Results

The NHS Trust ceased 221 devices from the identified 819, which equated to 27% of their mobile estate and resulted in savings of £20,000 per annum.

Alternative numbers for the premium services being utilised were provided to the trust who then communicated these alternatives to staff, resulting in a reduced or zero cost usage. The trust also reviewed its Personal Use Policy and reiterated this to staff for improved compliance and cost management.



Get involved

CCS have recently awarded the Technology Expense Management (TEM) commercial agreement, RM3802 to Calero Software Ltd. Calero are able to provide comprehensive TEM analysis of your communications estates and highlight savings for you.

To discuss any technology expense management need you have, please contact Crown Commercial Service at info@crowncommercial.gov.uk or call 0345 810 2222.