



mala

communications

case study

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Organisation Background:

Employing over 50,000 people, Carillion is one of the leading support services and construction companies in the UK. Their business focus is to provide organisations with facilities management and support services, with all solutions tailored to the needs of the individual customers. Carillion has expertise in sectors including health, education, rail, defence and commercial property.

Business Challenge: Rapid company growth; telecoms data in paper format and limited resources

During a period of fast company growth, Carillion faced the challenge of managing a multitude of construction projects all differing in size and complexity. With no inventory or record of the lines and services in use, telecoms data was historically managed through the phone bills, most of which were in paper format. The primary function of the relatively small telecoms team was to ensure that all new developments received the required services and support, and that costs and budgets were tightly monitored at all times.

Mala has not only saved us a considerable amount of time... but has also helped Carillion to substantially reduce expenditure

Steve Floyd - Carillion Group
Telecommunications Manager

Solution: malaXtract utilised to create an inventory and provide true visibility of the telecommunications estate; mala Zero Dial employed to identify unused lines

Using **malaXtract®**, an inventory of all services was created and the large number of bills consolidated into several BT OneBills. This provided Carillion with a clear and up to date representation of the services in operation and the costs attributed to them. Importantly, it also delivered a single view of the discount packages attainable and with Mala examining each bill, ensured that any discounts were implemented correctly.

Mala Zero Dial™ was employed and post code tracking utilised to identify those lines in use that were no longer required, previously overlooked when building projects reached completion.

Each month a set of management reports, detailing all costs and cost analysis, are delivered to Carillion to assist in the management of the telecommunications estate. Through the **malaTCM™** process, Carillion are able to monitor telecoms expenses, track any changes and maintain both a top level and detailed view of their expenditure.

Results: Cost savings delivered; telecoms portfolio rationalised and telecoms misuse highlighted

Mala have been working to deliver cost savings across all Carillion telecoms assets including specific company projects. Primary results achieved to date include:

- A reduction in the number of lines rented following the handover of building projects upon completion.
- The monitoring of Premium Rate services has highlighted areas of telecoms misuse resulting in cost savings and greater control of budgets.
- Analysis of the Mowlem estate, following the recent acquisition by Carillion, identified those lines that were no longer necessary and should not be transferred to Carillion ownership, delivering significant cost benefits

Customer Perceptive

Mala Communications has not only saved us a considerable amount of time in understanding our telecoms costs but has also helped Carillion to substantially reduce expenditure and put us in control of our telecoms budget. Their in-depth analysis has put us firmly in the driving seat and enabled us to manage our services more accurately and efficiently, and most importantly, cost-effectively. The information is always supplied in a format that is easy to understand and suits the way we work. The clear presentation of inventory, costs and issues has increased our understanding and enabled us to make more informed business decisions. The Mala team are always helpful and have been available to handle specific telecommunication analysis projects for us.

Steve Floyd - Carillion Group Telecommunications Manager



Telecoms Cost Management
We do the work so you don't have to!