



mala

communications

case study

Tel: 01923 850690 Fax: 01923 859546 email: sales@mala-communications.co.uk Web: www.mala-communications.co.uk
8 Beaumont Gate, Radlett, Hertfordshire, WD7 7AR

Organisation Background:

Covering one of the fastest growing districts in the county of Buckinghamshire and with a vision **to create a city where people will thrive financially and emotionally**¹; Milton Keynes Council is responsible for the welfare of over 220,000 citizens. Their remit is to provide a comprehensive schedule of services to residents including housing, planning, education and social services.

Business Challenge: Council budgets under pressure; numerous sources of telecoms data and uncertainty regarding supplier charges

Charged with keeping control of telecoms cost in an environment where council budgets were under significant pressure; the telecoms administrator faced a difficult challenge. With no up-to-date inventory of services and much of the documentation still in paper format, Milton Keynes Council was unsure if they were being charged accurately for the services they were using. It was also difficult to ascertain whether the discounts they had been offered were being applied and if the rates they were paying were the best ones available.

Solution: Inventory creation and management through the deployment of malaXtract and identification of unused lines

Mala Communications were initially asked to commence a 3 month trial to demonstrate their capability and generate some initial cost savings for the council.

Using **malaXtract**, an inventory of the most recent bills was created. Paper records and legacy spreadsheets were then compared with the inventory to ensure that the bills accurately reflected all existing products and services currently in use. This provided Milton Keynes Council with a single and detailed picture of their present spend. It also enabled the service usage and associated charges to be allocated to the appropriate cost centres where previously there had been either incorrect or no charge back information.

In conjunction with this, all BT paper bills for voice and data were consolidated onto the appropriate BT OneBill.

Analysis of lines enabled the Council to identify services that were no longer being used or had previously been cancelled but for which Milton Keynes Council were being still charged.

Results: Cost recovery and cost reduction targets improved; greater control of telecoms spend and billing processing efficiencies achieved

Mala Communications continue to work with Milton Keynes Council to ensure that telecommunications expenditure remains a correct illustration of telecoms usage in the organisation. Key results achieved to date through the implementation of Mala services include:

Mala has provided us with a core component... to our drive for improved financial management of our telecommunications costs

Steven Jewell, Milton Keynes Council, Head of IT and e-Government

- Creation of a detailed spend profile for every department, with inventory items now being accurately represented and readily analysed for detailed customer insight
- A reduction in the number of bills being processed saving both time and money
- Overall telecoms budgets now under greater control through cessation of unused lines, identification of any telecoms misuse and accurate chargeback to cost centres
- The collection of refunds from cancelled orders that had not been implemented, refunds from incorrect historic charging by suppliers and the recovery of money held "in credit" on vendor accounts has assisted Milton Keynes Council in nearing their cost recovery and cost reduction targets

Customer Perceptive

"Steven Jewell, Head of IT and E-Government has commented that Mala has provided us with a core component of a methodical and disciplined approach to our drive for improved financial management of our telecommunications costs. Taken together with other works and our technical changes we are now seeing significant cost reductions and service improvements implemented across a large, decentralised and complex telecommunications infrastructure".

Footnotes:

¹ Excerpt from Milton Keynes Community Strategy – 2005



Telecoms Cost Management

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