

CASE STUDY

BEACON⁺

+ Rogers, Brock & Barker

Minimise cost by managing re-organisation through *first class co-ordination*



"...their assistance in the relocation of our surgeries was a delightful experience. If Beaconplus hadn't been working with us on that project then we would have missed almost all of our deadlines"

Norah Bridgwood
Practice Manager
Rogers, Brock & Barker



The Company

Rogers, Brock & Barker have 5 veterinary surgeries in Staffordshire providing services to pet owners, specialist breeders and farmers throughout the region.

The issues

With a myriad of services to manage across multiple sites, Rogers Brock & Barker initially wanted to outsource much of the work to a helpful, efficient and experienced partner. Over the last few years the practice has undergone many changes of premises, culminating in the establishment of a new head office in Stoke. This brought with it an extraordinary number of issues concerning new utilities supplies, new metering and new telephone systems. They needed expert help to ensure the new surgeries were opened on time. Beaconplus ensured the efficient management of these issues.

What we did

We reviewed telecommunications and utilities needs in detail and implemented a series of changes to minimise cost and optimise performance.

We managed these areas on an ongoing basis, including annual tendering, monthly bill checking and ad-hoc support for client queries.

During the reorganisation, we project managed the installation of completely new telecommunications, gas, electricity and water supplies at three sites, meeting tight deadlines. This included co-ordinating over a dozen different parties across all projects, right down to the on-site builders preparing the trenches for water pipes and electricity supplies.

We also stepped in to rescue the installation of the electricity supply at the new head office, which was going badly wrong.

The result

The utilities and telecommunications areas are well under control and optimised to minimise costs & maintain service levels.

We prevented a delay in the opening of the new head office.

All new infrastructure costs were closely monitored and corrections made at the time, so there were no 'hiccups' at the time of launch.



CONTROLLING THE COST OF BEING IN BUSINESS

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