

# CASE STUDY

BEACON<sup>+</sup>

+ S. Cooper Holdings

## Peace of mind through outsourcing *expertise*



"...Utilities cost management will never be something we could do effectively internally so the Beaconplus team are the right choice for us. We have every faith in them and trust them to do the right thing for our business"

Richard Howarth  
Managing Director  
S. Cooper Holdings



### The Company

S. Cooper & Sons, a wholly owned subsidiary of S. Cooper Holdings, are a major haulage and warehousing concern based in Cheshire. They are distributors for many manufacturing and retailing clients across the United Kingdom.

### The issues

S. Cooper & Sons identified, back in 1997, that they would benefit from outsourcing utility & telecommunications cost management activities following an approach from Beaconplus. "After all" says Richard Howarth (MD) "our core competence is distribution and warehousing, not chasing utility companies when they get it wrong ... which is often"

### What we did

We reviewed all utility costs and set up a system for ongoing monthly checking together with reviews every six months.

We assisted with all aspects of utilities and telecommunications when the company relocated and consolidated all their operations to the current site. This was no simple exercise as the site was previously a major chemicals complex and all utility connections were inappropriate for our client. The move required project management at its best to ensure everything was connected and worked first time, on time.

We proposed and implemented a new approach to fixed lines and mobile phones involving premisses, which reduced costs to mobiles. Every month we monitor and report on how effectively this arrangement is being utilised.

We set up an 0800 number and a mobile tariff giving free 0800 calls, substantially reducing the cost of mobile calls from the cabs to the office.

We dealt with all ISDN line contracts and issues and even secured a unique, differentiating telephone number for them.

We solved an ongoing water leak issue, which took a year of persistence with the supplier.

And we resolved sub-letting issues concerning S. Cooper Holdings' tenants using facilities on-site.

### The result

S. Cooper Holdings are a long term client. Today we prepare & monitor all budgets in the utilities and telecommunications sector. We manage all contracts and invoicing issues giving the client peace of mind when we deliver the 'all-clear' to pay the bills.

