

CASE STUDY

BEACON⁺

+ Hague Lambert Solicitors

Save money by managing suppliers and infrastructure *more efficiently*



"...at last we've got an infrastructure & contracts that are efficient and cost-effective, which enhance our primary aim of delivering excellent customer service"

Catherine Gasparini
Practice Director
Hague Lambert

HAGUE LAMBERT
SOLICITORS

The Company

Hague Lambert is one of the Northwest's most respected solicitors, offering legal services out of 4 offices across the region. The company offers a wide range of expertise for both private individuals and businesses, resulting in high demand for their services. The busy office environment leaves little time to manage utility and telecommunications costs effectively.

The issues

A lot of small issues with fixed line telecommunications, mobiles, gas, electricity and water were starting to present an ever increasing problem, but Hague Lambert staff felt they had neither the time nor the expertise to solve them with their suppliers. Beaconplus was engaged to resolve the issues and deliver cost savings.

What we did

We reviewed all of the telecommunications services; addressing call costs, fixed line infrastructure & maintenance and submitted an improvement proposal.

Following approval we implemented the full programme for the company; negotiating prices, coordinating installation and ensuring appropriate support services.

We upgraded their telephone system to make effective use of more up-to-date technology.

Despite the client's initial nervousness, we effected a smooth transition to a new mobile phone supplier (ever since they have had every faith in our recommendations).

We recovered costs and obtained compensation on historical issues with BT and a mobile phone supplier.

The result

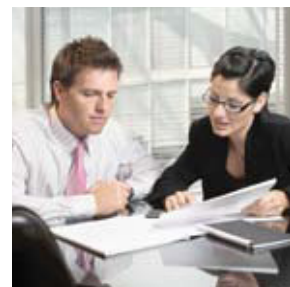
In our first year with Hague Lambert we:

Achieved annual savings across fixed & mobile phones and utilities of £7,400.

Recovered historic overcharges of £700.

Improved the effectiveness of their telecommunications systems by installing more up-to-date technology.

A client since 2002, we now conduct all energy tendering, bill checking and issue resolution on behalf of Hague Lambert.



CONTROLLING THE COST OF BEING IN BUSINESS

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