Case Study

RPS Group

RPS

BT Billing Analyst saves money and drives efficiency.

Challenge

The RPS Group is a consultancy that manages projects for clients in both the public and private sector, providing planning, engineering, environmental and communications services.

Operating across the island of Ireland, the company has 13 sites and around 1,000 employees. The Cork head office centrally manages the ICT function for the entire business and continually looks to squeeze more efficiency out of a geographically dispersed organisation.

The company needed a better view and more control over its telecommunications expenditure and the spend on fixed telephone calls in particular.

Diverse business units run out of multiple sites with different management teams made it difficult to keep track of calls. Identifying waste and inappropriate telephone usage was almost impossible when the sole source of data was monthly telephone bills that arrived in the post.

When BT introduced BT Billing Analyst, the Group IT Manager at RPS, Connie Wiseman, welcomed the chance to dig down into more detail. "After spending time on a training session with BT experts we could see there was a great opportunity to use the software to help us make real savings," he said.

Benefits

Available to BT customers who reach a call threshold, BT Billing Analyst lets organisations analyse their telephone calls, giving them information to make real costs savings as well as insights that can increase productivity and performance.

To gain these benefits, Connie Wiseman was invited to register online with BT where he was soon able to download the BT Billing Analyst application on to his PC. Registration also means the user is automatically informed when the software is upgraded and new features made available.

Each month Wiseman is now able to sign on to the web, access the company's latest bill and download it to his desktop where it can be imported into the software and 'sliced and diced' in a number of ways for different types of report. He can look beyond cost per-minute calls to records of high value calls not associated with day-to-day business, such as directory enquiries, international and premium rate calls. Unused lines can be quickly identified and withdrawn from service.

Big benefits for a multi-site company like RPS are features like InterSite Management which breaks down inter-office calls, apportioning costs to individual departments. "It's a big win for us," said Wiseman. "The operations director of a section will see reports that will highlight any issues. It allows data to get to the right person without getting lost in a mountain of information."

Through more granular management, call costs are brought into sharper focus as managers in the cost centres are encouraged to take ownership of their expenditure and make changes when a problem is identified.

"We can see information and set it up in any number of ways. So when you log in, tailored reports are sitting waiting for you. It's very easy and a real value-add," said Wiseman.