

CJM helps save a FTSE client £850,000 from their outsourced support bill.

Client – Large FTSE 100 Customer.

Project – This FTSE 100 Company had recently completed a large outsourcing contract with a major IT infrastructure company. The service provider would be responsible for full support of the company's estate of 18,000 PC's and 2000 servers.

Issue – Once the initial contract was completed a review of the actual number of devices had to take place across each of the markets the company operated. The resulting review would be act as the baseline within the outsourcing contract and would be reflected in the billing arrangements and values. The company had to get this value correct or they would be over-paying for the service. The client's asset management was not 100% accurate and therefore they were not convinced by what the outsourcer stated was a true reflection of what was in their estate.

Resolution - CJM was brought into to review the accuracy of the data, utilising the information provided by the Service Provider to review and make sure it matched what was physically at each site. Firstly CJM quickly got to know the project, how they operated and how the relationships worked.

CJM, using expertise and knowledge of the sector, brought in the correct resource to review all the data available, liased with local site IT directors, continuously working with and maintaining the relationship on behalf of the client with the outsourced partner.

Result – The key finding was that within the data a large number of North American devices had been duplicated using a slight variation to the serial numbers – resulting in the planned final billing to the client being an additional £850,000 over a 5 year contract period. CJM gathered all evidence, engaged with all stakeholders and presented it to the client and the service provider. The client saved £850,000.

Learning's – No company how large or small has all the expertise it really needs to deliver a true final product. Clients know when the time is correct to bring in external resources to compliment their own internal team. CJM's ease at building a trusted partner status enabled them to ensure the clients interests were always at the heart of what they delivered. CJM brought in those who can act quickly and produce fast quality driven results.



CJM Project Financial Management Ltd utilise our own developed and copyrighted Project Financial Management Methodology - Pathfinder™. Our core Pathfinder Methodology was built after working for 13 years within FTSE 100 companies, having a 100% success rate in working with those programmes to achieve on-target delivery of cost against budget. This success was delivered by working with the project, developing personal techniques into a successful way of working, robust governance and control, focused reporting, direct communication and strong relationship building.

Company No. SC348264

For further details contact us on 01563 551 421 or info@project-financial-management.co.uk