



## CUSTOMER OVERVIEW

- A New York Based Regional Hospital engaged Profit Advisory Group to audit their spend for voice, data, wireless, internet and equipment.
- Spend volume: \$400,000 annually.
- Project included multiple locations.

## KEY CHALLENGES & OBJECTIVES:

- Challenges included extensive data collection.
- A future technology upgrade was included in the project.
- Project objectives included achieving cost savings and more favorable terms and conditions through a strategic plan.

## PROFIT ADVISORY GROUP SOLUTION:

- Extensive Data collection using Profit Advisory Group Data Collection process and analysis phase, preceded the scoping of the spend to be reviewed.
- PAG created a comprehensive inventory of all services currently in use by the Hospital and its facilities.
- PAG reviewed current invoices for contract compliance.
- Existing Vendors were contacted to review current contracts and services provided.
- Profit Advisory Group developed a comprehensive inventory to determine need and use of all services.
- Each Vendor was to submit a detailed proposal based on the customer's business requirements and services used. Analysis included an evaluation of any technical requirements and commercial terms, to ensure suppliers are able to meet customer's needs.
- PAG evaluated suppliers on non-price factors; Preliminary pricing was also collected.
- PAG helped formulate and implement a formal Procurement Policy which streamlined process and minimized invoices.
- PAG received quotes from existing providers to keep their current business, and insure the Hospital was receiving their best offer.
- Profit Advisory Group matched the current vendors proposals with industry benchmarking to insure "Best in Class" pricing was achieved.

## RESULTS:

Client was able to reduce costs by almost 15% or \$60,000 without any vendor change. Secured a refund of \$18,500 for billing errors. In addition, more favorable terms were added to the new agreements to insure that future changes can be made without penalty. Customer was able to cancel services not being utilized. The hospital was able to right-size bandwidth and optimize their spend while saving money.

