

Case study

£379,000 saving for North West Trust



Modernise existing contracts



Consolidate disparate contracts



Terminate unused contracts



Annual saving of
£379,000

The Challenge

In today's technology driven world, the variety of platforms and methods in which we can connect are wide-ranging. With the introduction of smartphones, the variety is even further complicated.

The NHS rely on multiple platforms to allow their workforce to communicate effectively, and often end up with duplicated contracts as service provisions are tendered and won/lost and requirements change.

The Trust in the North West required a review of their telecom's contracts, which had been in place for a number of years and were no longer meeting the Trust's requirements, incurring additional costs.

Whilst originally cost effective when taken out, the nature of the contracts had not kept pace with industry updates and the reductions in tariffs available, and so the project's key aim was to modernise the existing contracts and consolidate all disparate mobile phone and data contracts into a more viable single contract with one provider.

The Solution

The initial review looked at what contracts the Trust had in place across all platforms. It also looked at how their staff were actually using devices and data services.

It quickly became apparent that some devices had not consumed any voice, text or data services for a period of more than six months. These connections were terminated. There were also multiple providers for the same voice and text services and additional data services which could be migrated on to a single contract with one provider.

Through analysing the Trust usage, we were able to advise and assist them in securing a more cost-effective framework contract that met their mobile and data usage requirements.

The new contract also allowed for outdated handsets to be replaced, making the mobile workforce more efficient in their use of technology and enabling the use of WiFi calling, which in turn, reduced the requirements for landlines in the long term. This reduction in desk phones being required will lead to further, ongoing savings in hardware, maintenance provision and physical landline connections.

The Benefits

This is particularly beneficial during and post COVID-19, where many staff members have moved to work remotely or from home, or have been redeployed to other locations, and the provision of reliable smartphones and devices allows for effective continuous care and communication.

The review realised an annual saving of £379,000 for the Trust, as well as an up to date telecoms contract which has the flexibility to see the Trust through the next 3 years.

