

### At a Glance

- 33% (£88k) cost saving per annum
- 100 free handsets
- 2-year contract agreed

### Client Challenge

Control Risks is a global risk and strategic consulting firm operating from 34 offices. It specialises in political, security and integrity risk in complex and hostile environments, providing services such as anti-corruption audits, consultancy and training.

The company needed to reduce mobile telephony spend whilst improving service. A co-terminus contract was required, which could be easily exited in future. The billing process, which was time-consuming and inefficient, had to be streamlined. Latest technology was needed to replace end-of-life devices.

The company did not have the internal bandwidth to run a full tender process, and deployed Turnstone to support them.

### Solution

Turnstone undertook a rapid tender process, including a detailed specification and vendor Q&A.

Requirements were structured to ensure easily comparable responses. To streamline subsequent negotiations, key commercial terms were included within the tender.

Commercial negotiations ensured a strong and fair contract. Turnstone was responsible for all the supplier management, presenting key decisions to Control Risks.

*"Turnstone ensured that we received best value for money whilst negotiating a strong contract.*

*The cost savings achieved significantly outweighed their fees".*

**Duncan Scott**  
CIO Control Risks

### Outcomes

#### Commercial benefits

1. 24-month contract – fixed tariffs for duration of contract
2. Funding for 100 phone handsets to replace existing end-of-life devices
3. Additional phone handsets at replacement list price with no effect on contract term
4. No line rental for phones
5. Discounted voice tariffs
6. Additional 3g data cards or dongles free of charge
7. Free unlocking of devices at end of contract

#### Cost savings

The tender process ensured best market value was achieved, ensuring 33% (£88k) cost saving per annum.