

At a Glance

- **£1.5m** cost savings
- Guaranteed power levels (KW)
- Power costs capped

Client Challenge

Telereal Trillium is one of the UK's largest property companies, with over 8,000 properties nationwide, operating in property services, property investment and asset management areas.

The client's disaster recovery (DR) requirements had changed since the signature of the original contract. Additionally, the contract had been updated with other data centre services.

Overall the contract was not a secure representation of the services, which exposed the client to several areas of risk.

Solution

The client needed:

- improved and safer contractual terms
- to preserve existing costs
- guaranteed supply of power in the face of an increasing demand profile.

Whilst the supplier was attempting to increase costs, Turnstone worked closely with the client team to establish common tactics and strategy, which included:

- using benchmark rates from competitors
- a firm but fair negotiation style
- clarity on all the negotiation points and fall back positions
- supplier questionnaires and cost breakdowns to focus the negotiations

Outcomes

Commercial benefits

- Scalability included for future power increases/decreases
- Regular supplier performance reviews mandated
- New service levels included in the contract
- The client kept its good relationship with the supplier - Turnstone took on the 'bad cop' role

"We deployed Turnstone to run a major mid-term contract re-negotiation for our data centre and disaster recovery provision.

They worked closely with our in-house IT and procurement teams, and reduced the time spent by internal resources whilst communicating all key decision points.

They enabled us to significantly reduce the proposed supplier costs, providing savings many times in excess of their fees"

Adrian Perry
Core Services Manager

Cost savings

- £660k cost saving – a 35% reduction
- £850k of cost avoidance for the DR invocation charges