

# CSH Surrey

Surrey's largest community services provider



Billmonitor helps Surrey's largest community services provider to simplify its mobile communication and reduce its tariff and out-of-allowance costs, while also securing improved non-financial contract terms



*"I was initially sceptical about Billmonitor's ability to achieve savings as our average cost per connection was already less than £10 on public sector tariffs but they really exceeded our expectations and reduced our contract costs by nearly 50%... we are now discussing with Billmonitor an ongoing monitoring service to keep costs down and they are also reviewing our fixed line expenses."*

**Keith Woollard**, Associate Director of Digital Transformation

## Challenges

CSH Surrey had clear objectives for its contract renewal:

- Significantly reduce the monthly costs and improved contract terms, including a handset fund
- Consolidate the current mobile phone contracts from three providers to a single provider
- Improve the management and monitoring of mobile phone usage and costs

## Solution

A comprehensive Request-for-Proposal process to consolidate all mobile phone and data-only connections with one provider on a discounted public sector tariff while right-sizing underutilised or dormant connections.

## Results

- Average monthly **CASH COSTS REDUCED BY 35%** per user
- Savings realised through right-sizing tariffs and bundles based on actual usage by each connection
- Total **HARDWARE FUND INCREASED SIGNIFICANTLY** to facilitate the rollout of new mobile devices
- **COMPREHENSIVE REVIEW** to identify dormant connections and underutilised hardware

## CSH Surrey- profile

### Regional community service provider

CSH Surrey is Surrey's largest and longest established NHS community services provider. It has been running NHS health services, provided in homes, clinics, hospitals and the schools of Surrey, since 2006. CSH Surrey is one of 11 health and social care providers known as the Surrey Heartlands Health and Care Partnership who work together to improve care across Surrey Downs, North West Surrey, and Guildford and Waverley areas.

CSH's vision is to be a 'pioneering and innovative organisation that empowers co-owners to consistently deliver exceptional care for a healthier community'.

Within CSH Surrey, strong partnerships – inside and out – and motivated employees drive the delivery of better care. CSH Surrey is a people and values-driven business with a passion for quality and innovation. As a not-for-profit social enterprise, CSH Surrey exists to benefit its local communities and any surplus funds are re-invested back into improving services and into local communities through its Community Fund.

**CSH Surrey**  
Established in **2006**  
Employees: **c. 1,500**  
Connections: **2,125**  
**Surrey**  
[www.cshsurrey.co.uk](http://www.cshsurrey.co.uk)

## Mobile phone contract fit for a multi-location community service

Keith Woollard, Associate Director of Digital Transformation at CSH Surrey, asked Billmonitor to carry out a comprehensive review of the current mobile phone arrangements and to manage all aspects of the Request-for-Proposal process to minimise the resources required by CSH Surrey. At the time, Keith advised that the mobile fleet included a high number of dormant connections and that various community services had been moved between providers since the last renewal.

Using the unique Billmonitor software to analyse the actual usage of each individual connection, the team identified low usage and dormant connections. These were highlighted for further review while being 'parked' on a zero stand-by tariff. The Billmonitor team also highlighted that the use of private sector conference call facilities, such as PowWowNow, was by far the largest out-of-allowance cost, which could be reduced by as much as 80% if replaced with a more cost-efficient solution.

Following the Request-for-Proposal process, Billmonitor advised CSH to consolidate the current arrangements from three network providers to EE as the preferred supplier.

Commenting on the CSH Surrey account, Billmonitor Managing Director Klaus Henke said:

*"We see this repeatedly with public sector clients: they provide a great service to the local community, often on the basis of inclusivity and fairness, yet obfuscation by the mobile industry makes it difficult for them to understand their actual usage and, therefore, what tariff and bundle structure they need. Relying on public sector tariffs and 'fair play' from providers is simply not enough to secure the services they deserve."*