

BUSINESS INTELLIGENCE AND REPORTING Success Stories

Background

Thorntons is one of the UK's largest chocolate confectionery manufacturers and retailers. Established in 1911, it has a long heritage and employs some 4,000 people with over 300 stores throughout the UK.

Challenges

The company already had a number of large telecom contracts in place. However, they knew improvements could be made with accurate benchmarking and streamlined contract management. Thorntons approached Calero-MDSL to initially provide telecom contract management services to deliver savings through offering the business greater and more efficient control of their telecom estate.

Solution

The Calero-MDSL team worked with Thorntons' IT team to perform a telecom audit which provided a single, granular inventory and usage profile of their entire telecom estate.

By benchmarking all Thorntons' telecom contracts, the Calero-MDSL application was able to identify which mobile, broadband and landline contracts would benefit from being switched when they came up for renewal. Calero-MDSL also worked with the Thorntons' Operations team to introduce the portal's Telecom Usage Management solution as an integral part of all future store openings and closures.

Thanks to the transparency and fine detail provided, the telecom contract management solution delivered savings for the Thorntons' team by enabling them to:

- optimize tier rating
- reprice, based on actual usage
- improve telecom asset management and tracking

Environment

Industry

Confectionary

Locations

300

Founded

1911

Telecom Contract
Management delivers
savings of 24% of
spend for UK's largest
chocolate manufacturer

What We Heard

Calero-MDSL's understanding of the market and their project management skills have been absolutely brilliant.

- Mark Robson, CFO, Thorntons

Results

As part of the initial audit and benchmarking assignment, Calero-MDSL identified 100 landlines that were not being used. They also doubled the amount of savings expected from the contract renewal process, with savings of 24% of spend. Subsequently, the actual spend and savings are tracked monthly by reporting and business intelligence, and further improvements continue to be made on mobile, landline and network services. Calero-MDSL's relationship with Thorntons has been extended for a further three years, with additional operational support for mobile phone users as part of the organization's mobility management.

Calero-MDSL handles the project management and contract renegotiation for the business as part of their telecom contract management process. Furthermore, Calero-MDSL also manages the handover process to new telecom providers, all to ensure that their telecom contract management delivers savings for years to come.

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Calero-MDSL: By the Numbers

\$22B+

Annual technology spend
under management

3000+

Clients with the largest, most
complex global technology
environments

100+

Countries deployed

3M+

Mobile devices