

Case study: Vialtus Solutions

Phase 1 – Cost and Revenue Assurance for Circuits

Background:

Since 1994 Vialtus Solutions (formerly Pipex Business) revenue and customers have grown through a mixture of acquisitions and organic growth. As a result of this growth Vialtus had a circuit inventory that was spread over disparate systems as well as being kept manually on excel spread sheets. There was no one truth / centralised circuit inventory and this meant that there was no control over their biggest cost base, neither was there a clear view of revenue, activity and cost linkages.

The project:

Clevercoms was engaged to carry out a detailed analysis of the Telecommunication circuit costs, generate a one truth circuit inventory and identify areas where Vialtus could recognise savings and/or generate revenue. The engagement is being carried out on a rolling three year Managed Service contract.

Methodology:

Clevercoms methodology included the following:

- Using access circuit lifecycle data supplied by Vialtus from as many applicable sources as possible we created a comprehensive data warehouse containing all information relating to every single circuit.
- We agreed a methodology to evaluate cost savings or revenue generation identified.
- Using our proprietary software and processes Clevercoms analysed the end to end circuit life of every individual circuit and identified the areas requiring enhanced data integrity.
- We identified areas of incompleteness and opportunities to reduce Telco circuit costs.
- We created a “clean” circuit inventory for ongoing management as part of the three year managed service contract.

The result:

Following the first phase of the three year project Clevercoms achieved the following:

- A circuit inventory that was “one true version”.
- Identified £million’s of savings and lost revenue that directly improved the P&L position.
- Introduced business processes to ensure that the Vialtus team was able to improve provisioning and reduce costs on an ongoing basis.

“Clevercoms identified £million’s of savings and lost revenue that directly improved our P&L position. They completed this work in a timely, sensitive and professional manner and ensured that our staff improved their business as usual processes.

I am now confident that our biggest cost area is under control and can strongly recommend Clevercoms.”

Riki Kinnaird, Chief Financial Officer



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