

PREMIER FREIGHT

– Global shipping and freight service



Premier Freight realised
INSTANT CASHFLOW SAVINGS OF 31% with
PROJECTED COMBINED SAVINGS OF 60-70%
on contract renewal

Challenges

- As Premier Freight experienced rapid expansion with increased focus into new areas, their mobile phone contract was no longer fit for purpose. This was because it focused on cheap single tariff contracts with low individual allowances, resulting in high out-of-contract charges
- The size and complexity of Premier Freight's mobile phone bills (connections c.130) made it extremely difficult to identify the reason(s) for the excess charges

Solution

Using our bespoke Usage and Spend Reports, Billmonitor

- Identified errant connections and upgraded relevant tariffs while still in contract, replacing huge excess charges with small incremental tariff costs
- Undertook active management of the account, with the aim to remove dormant connections as soon as they are out of contract - we are also working to align the contract end dates of all connections over the next 12 to 18 months
- Worked closely with Premier Freight to ensure that all changes were implemented by their independent mobile phone agent

Results

- Instant within-contract **CASH-FLOW SAVINGS OF 31%** through tariff optimisation
- The Bill Audit identified 91 inactive lines out of 136 mobiles, costing Premier Freight £1,200 per month, all with a wide range of contract end dates. Termination of 12 dormant connections, with a further 25 scheduled for termination in August 2020, will add a **FURTHER 16% of CASH-FLOW SAVINGS**
- Additional savings will be achieved once we are able to renew the contract in early 2022, ultimately achieving **COMBINED SAVINGS OF ABOUT 60-70%**

Premier Freight's profile

Premier Freight Services Ltd are an Essex based Freight Forwarding & Transport company, established in 1973 with over 40 years knowledge in the maritime industry. They specialise in refrigerated cargoes, Customs & Veterinary clearance of food products, and active Gen Set container collections and deliveries.

Premier Freight
Established in **1973**
Connections: **c.130**
Employees: **35**

Cost savings while still in contract

Following a period of growth and change, Premier Freight's contract became inherently flawed and inefficient as it focused on cheap single tariff contracts, which were not fit for purpose. This led to inevitably high out-of-allowance charges as the users exceeded their individual voice and data quotas, a problem made worse by the size and complexity of Premier Freight's mobile phone bills. The company was being charged thousands of pounds each month in additional charges with no way of identifying the connections that required increased allowances.

In December 2018, while still in contract with O2, Premier Freight became frustrated with the limited results and information being provided by their independent mobile phone agent and appointed Billmonitor to provide an active account management solution. Using Billmonitor's Usage and Spend Reports, we quickly traced the excess UK voice and data charges to the relevant connections, allowing us to upgrade tariffs where necessary. This facilitated **INSTANT IN-CONTRACT CASH-FLOW SAVINGS OF 31%**. Billmonitor continues to provide comprehensive support to insure a smooth transition on contract renewal in early 2022.

Commenting on the Premier Freight account, Senior Account Manager Jamie Boulton said:

"The situation Premier Freight faced is typical of the way many independent mobile phone agents 'manage' their clients: apparent attractive tariff offerings are used to win the business but are effectively designed to result in high out-of-allowance costs.

The issue of a wide range of contract end dates is similarly undesirable as it reduces Premier Freight's ability to negotiate meaningful discounts. Using Billmonitor's unique, evidence-based software to analyse Premier Freight's account, we were able to realise instant cash savings and implement a strategy to simplify the account over the next 12 to 18 months. It's great to see how our tech can help clients save time and money."