



# Capital City College

– The largest further education provider in London with an extensive range of courses



*CCC realised*  
**INSTANT CASHFLOW SAVINGS OF 15% with**  
**TOTAL PROJECT SAVINGS OF 76%**  
*on contract renewal in November 2021*

## Challenges

- With a history dating back to 1828, the group's formal formation as Capital City College (CCC) in 2016 brought together three colleges with ten centres across London and with it three different mobile phone contracts with three different networks, all with a wide range of contract end dates
- The central Technology, Infrastructure & Service team was faced with varying billing information from the networks, making it very difficult to monitor and manage the 452 mobile phone connections
- The team appointed Billmonitor with a mandate to consolidate CCC's mobile phone arrangements down to one network provider and to improve monitoring and reporting while reducing overall costs

## Solution

Using the unique Billmonitor software, Billmonitor identified significant cash-saving actions:

- Billmonitor devised a plan for contract consolidation over the next 24 months, taking account of the wide range of contract-end dates
- Billmonitor negotiated a new public sector tariff with the aid of its proprietary software. The software identified dormant connections, which could be disconnected without incurring termination charges, realising cash savings of 15% from the start of the project
- Billmonitor negotiated a new discounted public sector contract, delivering a significant reduction of the monthly cash costs while also securing an increased handset fund. Billmonitor also improved non-financial terms and secured a co-terminus clause to avoid the issue of staggered contract-end dates
- Ongoing monitoring and reporting improved CCC's decision making, ensuring that connections were recycled, excessive out-of-allowance costs avoided by using relevant bundles and the need to port connections was minimised

## Results

- Significantly simplified mobile phone arrangements with **MONTHLY USAGE AND SPEND ANALYSIS** and **DETAILED COST CENTRE REPORTING** going forward
- **INITIAL CASH SAVING OF 15%** was followed by successive improvements over the project period
- The project delivered total cash cost savings of 78% and a 72% increase in the handset fund, i.e. **TOTAL NET CONTRACT COST SAVINGS OF 76%**



## Capital City College's profile

"Our college has a dynamic and supportive environment where students are encouraged to explore their interests, challenge themselves, and prepare for the future. With a wide range of subjects and extracurricular activities, we offer opportunities for everyone to discover their passions, whether it's in academics, the arts, sports, or technology. Our dedicated teachers are here to guide you, helping you build the skills and knowledge you'll need for college, careers, and beyond. At our college, we're committed to helping you grow into a confident and capable young adult, ready to take on the world."

### Capital City College

Established in **1828**

Location: **3 colleges in London with over 25,000 students**

Connections: **c.450**

Employees: **c.1,500**

## Delivering cash savings and better expense monitoring

CCC's central Technology, Infrastructure & Service team identified the need for an improved centralised management and monitoring of the college's mobile phone arrangements as a key priority. However, the team concluded that this would be a complex exercise and thus decided to appoint Billmonitor to carry out a comprehensive review and develop an implementation strategy. The brief focused on four objectives:

1. Simplify the contractual arrangements and thus improve cost monitoring
2. Reduce monthly cash costs
3. Secure additional handset funds to purchase new hardware
4. Improve financial management through ongoing monitoring and reporting post-implementation

**Billmonitor used its unique software to identify the various contract end dates across the main contracts and established a timeline for consolidating the various mobile phone contracts down to just one.** Billmonitor's plan started with removing dormant connections that were already out of contract, making immediate savings of about 15% of monthly cash costs. Over the following 18 months, Billmonitor implemented the agreed plan step by step, negotiating new contracts, porting connections, identifying high data users and unusual usage patterns, until the final step of combining the last two mobile contracts into one new agreement.

Besides the benefit of huge cash savings, CCC's Technology, Infrastructure & Service team was also able to use the sizeable hardware fund to purchase new handsets and tablets, which was very beneficial as remote working increased significantly due to the Covid-19 pandemic. The post-implementation support will also reduce resource requirements as Billmonitor provides reporting and technical support

Commenting on Billmonitor's work, Jeremy Wells, Director of Technology, Infrastructure & Service said:

*"We were very impressed with the detailed analysis that Billmonitor was able to produce. The project plan was clear and their ability to produce monthly usage and spend reports were very helpful for our internal decision-making processes.*

*I don't think that we would have been able to achieve this kind of savings without Billmonitor's support."*