

Telecommunications Audit  
**Case study:**  
**Halfords**

**halfords**



## Background

Halfords has over 400 stores and 300 autocentres nationwide, leading to a significant annual spend on telecoms services.

PCMG were tasked with undertaking a forensic audit of the BT invoices received by Halfords for their fixed line, mobile and data networks looking back on a period of up to 6 years.

We worked closely with the client from the very start of the project, ensuring that all invoice and contractual information was collected in order to effectively identify supplier overcharges and opportunities for reducing charges going forwards.

Extensive analysis was conducted, with regular update calls and progress reports provided to Halfords.

We reviewed all supplier responses to validate findings, or to provide further evidence where required while continuing to chase all valid recommendations, even though the supplier was sometimes reluctant to accept the error was present.

PCMG secured refunds of over **£89,000** along with annual savings for Halfords exceeding **£116,000**.

**“The knowledge, and attention to detail, that PCMG brought to the table helped us gain significant refunds and savings that otherwise would have gone undetected. The regular project updates ensured that progress was clear to see. I would highly recommend.”**

David Hammond,  
IT Senior Commercial Analyst, Halfords

**Total Refunds: £89,000**

**Annual Savings: £116,000**

For information on auditing, contact Gareth Evans,  
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