

**Case study:**  
**The Highland  
Council**



## Background

The Highland Council is a council area in the Scottish Highlands and is the largest local government area in the United Kingdom.

The Highland Council had a telecoms expenditure which totalled £812,000 per annum.

PCMG carried out an in-depth review of their Public Switched Telephone Network (PSTN) covering rentals, calls and maintenance for broadband and mobile services from BT, Vodafone and EE.

The retrospective analysis was over a 6-year period dating back to 2013.

A range of saving opportunities were identified and subsequently confirmed and applied.

- PCMG recovered refunds totaling **£31,700** with an ongoing annual saving totaling **£90,700**.

**Total Recoveries:**  
**£31,700**

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**“PCMG have been professional throughout the review. Regular reviews have allowed progress to be monitored against identified opportunities. Due to the success of the audit, we are looking to expand this project to other councils.”**

Gary Butler

Commercial Manager,  
The Highland Council