

Case study:
Transport for London



Background

Transport for London (TfL) is a public transport authority responsible for the day-to-day operation of London's public transport system and main roads.

As a result of previous engagements, in March 2020, TfL commissioned PCMG to carry out a telecoms voice audit.

At the outset, we worked closely with the client and established fortnightly calls to monitor the progress of each opportunity and to identify next steps.

PCMG liaised directly with the supplier to collect data and billing information and undertook analysis of the previous 6 years of telecoms-related bills.

After reviewing the billing data, our cost recovery experts identified opportunities where TfL may have been inaccurately billed by the Supplier.

We reported the refund opportunities back to TfL, and then PCMG worked directly with the supplier to negotiate any refunds and correct any ongoing charges.

As a result, we were able to achieve over £420,000 in refunds and identified over £159,000 worth of future annual savings opportunities.

Total Recovered:
£420,000

Annual Savings:
£159,000

“TfL’s engagement with PCMG has proved and delivered tangible benefits for TfL. Throughout the process, PCMG have managed the account with diligence, professionalism, and dedication. In addition, PCMG have provided value added benefits to TfL through the information gathered during the audit period which has further provided positive insights into some complex communications services.”

Neel Gudka,
Commercial Manager
Transport for London

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