



Background

Wiltshire Council is a unitary authority, formed in 2009 and based in the South West of England. The council serves 435,000 residents and is the largest employer in Wiltshire.

With an annual telecommunications expenditure totalling £1,200,000, Wiltshire Council sought out PCMG's telecoms auditing services in 2019.

Wiltshire Council instructed us via the CCS RM3820 Framework.

PCMG undertook analysis of the previous 6 years' of telecoms-related bills, across multiple telecoms suppliers.

Fortnightly calls provided the client with regular updates on the progress of the auditing project.

PCMG liaised directly with suppliers to collect in order to identify any refund or savings opportunities and report these back to the client.

Numerous billing errors and redundant services were identified and incorrect charges were removed to ensure future savings.

- Refunds totaling **£90,406** were recovered, with an annual saving of **£54,251** secured going forward.

Total Opportunities:
£144,658

“PCMG have been a great partner to engage with and to work with. Their dogged determination to save us money on our telecoms bills has been a success and PCMG’s expertise enabled us to uncover savings which we would not have seen or delivered without their help.”

Mike Ibbitson

Head of ICT,
Wiltshire Council

For information on auditing, contact James Paine,
Director - Business Development

E: james.paine@pcmg.co.uk M: 07500 926 850

enquiries@pcmg.co.uk

01772 689 267