

Case study: Staffordshire Police



STAFFORDSHIRE
POLICE

Background

The Staffordshire Police force area includes one of the largest shire counties in England, covering more than 1,000 square miles and diverse communities of more than 1,000,000 people – all with their own specific policing needs.

An effectual telecoms estate is central to delivering this lifeline service while optimising public spend.

Therefore, Staffordshire Police requested PCMG's telecoms expertise through the CCS Debt Recovery Services Framework RM6226 to identify any potential overpayments and opportunities to lower costs going forward via a forensic cost audit.

The Challenge

To ensure the Staffordshire Police team remained available to meet the needs of the communities they serve, the level of input the audit required from their staff had to remain low.

The PCMG team ensured this by accessing all initially required billing data through the supplier's online portal before delving deeper into all rental, call and one-off charges to ensure the billing was correct.

Scrutinising past and present invoices line by line unearthed several issues, including redundant phone lines, lines not ceased correctly by the supplier and potential line rental discounts.



The solution

Analysing invoices for errors, incorrect charges and savings opportunities is only one element of PCMG's forensic audit service; Once uncovered, the findings must be then pursued from suppliers.

Once the identified opportunities were presented to the Staffordshire Police staff for permission to proceed, the PCMG team began to liaise with the supplier – providing detailed evidence around the issues the audit had uncovered.

Ultimately the supplier agreed with the evidence and audit methodology and progressed to credit and correction. The Staffordshire Police team was kept informed of the progress throughout with regular calls and updates.

The solution

Without the meticulous analysis of PCMG's forensic cost audit, the errors would likely have remained hidden and continued resulting in significant extra costs.

However, PCMG's decades of experience and expertise, rigorous methodology and the team's tenacity in pursuing corrections helped achieve significant recoveries and savings for Staffordshire Police.

“We are delighted with the results of the forensic cost audit – the amount of money the PCMG team was able to recover far exceeded our expectations.

“We would highly recommend this service to any organisation looking to carry out their financial due diligence and make good use of public funds”

Commercial Services, Staffordshire Police



Recovered value:
**134% of the organisation's
annual spend** with a
single supplier.

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