

Case study:
B&M



Background

One of the leading variety retailers in the UK, B&M Retail has grown from its first store opening in Blackpool in 1978 to over 750+ stores and employing over 35,000+ colleagues.

An extensive estate such as this requires a substantial network of communications. As an organisation grows, the more intricate a telecoms estate becomes; new locations open, hardware is acquired, and suppliers may change.

Therefore, following a longstanding and successful relationship with Inspired, B&M was introduced to PCMG's telecoms expertise to review their estate via a forensic cost audit.

The Challenge

Following a thorough line-by-line analysis of all rental, call and one-off charges that appeared within the bills to validate these rates were correct, the PCMG team could identify several issues to B&M.

These included redundant lines, the supplier not ceasing lines correctly, along with opportunities for potential savings through improved rates.

Once these issues were confirmed, all findings of the forensic cost audit were presented to B&M and a process to pursue recoveries from the supplier was agreed. The B&M team was kept informed of the progress throughout with regular calls and updates.



The solution

Some of the issues identified in the audit were very complex to progress. Therefore, PCMG broke these down into manageable sections with a phased approach.

This meant the team liaised with the supplier to provide all the required information, along with calls to present the findings of the audit. Consequently, the supplier agreed with the evidence and methodology and progressed to credit and correction.

In a sizeable estate such as B&M's, errors can remain concealed and continuously accumulate significant additional costs. However, PCMG's forensic audit methodology—honed by decades of experience and combined with the expertise and determination of the team—helped achieve significant recoveries and savings for B&M.

“We are delighted with the results of the forensic cost audit; not only has PCMG already secured us considerable refunds along with ongoing cost savings, but the corrections their team has implemented will create further savings month-on-month.

“Throughout the process of analysing our telecoms billing, their team has been efficient, meticulous and communicative.

“I would highly recommend this service to any business looking to optimise their telecoms estate.”

David Laithwaite, IT Helpdesk and Retail Project Manager, B&M



Refunds: **24% of annual spend**
Annual Savings: **70% of annual spend**
Total Recoveries: **94% of annual spend**

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