



Case Study: Geher UK

Telecommunications Analysis

I was commissioned to analyse the business performance of the UK operations of the pharmacy business by Geher UK the parent company. They suspected they were losing money due to local variations by the managers and poor supplier performance. The company was using least cost routing from a third party supplier over BT lines with corporate discounts applied.

The challenge

They had over 1300 stores in the UK and needed to get a better understanding of their business model and whether it was working. I scheduled a meeting with the directors and agreed a sample size within England and the information they were specifically targeting.

The solution

- I devised a five minute postal questionnaire for the managers to complete and return targeting all of the shops.
- I arranged to visit 50 shops within the UK and see first hand what they were doing and how it worked.
- I was given power of Attorney with BT to act on behalf of the client.
- I then collated all of the information for the sample sites obtaining copy bills from BT and the processes for payment from Head Office.
- I then prepared a report having read and analysed their corporate discount structure, presenting my findings to their Senior Management Team.

The outcome

I identified £2.1 million of misapplied discounts through poor supplier performance and produced a comprehensive report that also highlighted a few areas of concern within their payment processing team. I also identified that their systems were not interfacing at night with several of the Head Office modems, causing redials and re connections due to faulty equipment. I leveraged their suppliers to repay the charges and also produced a report for their IT director to look into the modem issue. I received a personal thank you from the management for my hard work, objectiveness and professionalism.



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