

'Good relationship management and monitoring are key - something that ERA does very well!'

CLIENT:	The British School in The Netherlands
PROJECTS:	Coffee machines & Coffee, Contract transport, Copiers & Printers, Energy, Insurances, IT hardware, Office Supplies, Telecom
PROJECTTEAM BSN:	Nitzan Kaduri, Chief Finance & Operations Officer
PROJECTTEAM ERA:	Jeanine Bouwmans, manager of all projects Arjan Schoonderwoerd, expert energy, catering, cleaning Eric Lammers, expert insurances Henk Postmus, expert fleet & mobility Kas Wolff, expert office Maarten van Overeem, expert telecom Paul Hoogduin, expert IT Theo Bouwmans, client manager

The British School in The Netherlands (BSN), located in The Hague, offers international education to children and students from more than 80 countries. Through years of expertise in individually inspiring quality education, the British School has become one of the most successful international schools in Europe. Guiding and encouraging each child to flourish in tomorrow's world, is what drives the people at BSN, every day.

BSN asked ERA to analyse the costs and contracts of several products and services: Which of our agreements are still in force? Are they still in line with BSN's current needs? What about the mutual rules? And what do we pay for what?

Nitzan Kaduri, BSN's Chief Finance & Operations Officer, about working together with ERA:

ADVANCE DOUBTS

'We had heard good stories about ERA through our international network of schools: their concept is clear, the approach is tight and transparent, and they have knowledge and skills that we as education specialists do not have ourselves, our colleagues informed us.'

'However, we still had some doubts about the focus of their support. Wouldn't it be primarily aimed at reducing costs, as the name ERA suggests? During the coordination discussions with Theo Bouwmans, it became clear that our requirements and conditions concerning quality and service would always be leading, also in negotiations with suppliers and tendering procedures. Together with the positive experiences of our international colleagues, this made us decide: we are going to collaborate with ERA.'

A LOT OF WORK

'In the past 2 years, ERA has done a lot of work for us. The projects have gone really well: our contracts are up to date again, we know where we stand now, and we did not compromise on quality anywhere. Often the quality has even improved to our advantage. And last but not least: across the board, we have saved an average of more than 20%.'



HAPPY

'Of course we are happy with the results achieved in euros. But above all, working with the ERA team was and still is great. The experts agree with us in a structured way on what they are going to do, and then they do what they have said.'

Regularly, we were impressed by their knowledge of and attention to quality issues. It also gives us confidence that their attitude towards suppliers and relations is careful and correct. All those points together make us really positive. That's why we decided recently to have our cleaning and catering services reviewed by ERA too.'

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MONITORING IS KEY

'I would recommend ERA to any company that wants to have its contracts properly under control, for example by gaining insight into what you are paying for and what risks you have to avoid. In addition, they make sure that new agreements are observed and savings are actually made. This, too, is done carefully and thoroughly all the time.'

We have experienced that relationship management and monitoring are key to ERA. I wish the same for other companies.'

- **Coffee machines & Coffee:**
quality, services, suppliers
- **Contract transport:**
rides, services, savings
- **Copiers & Printers:**
purchasing, use, CO2 emissions, savings
- **Energy:**
consumption, connections, purchasing, savings
- **Insurances:**
coverages, risks, broker, premiums, advice, savings.
- **IT hardware:**
functionality, quality, savings
- **Office supplies:**
consumption, suppliers, purchasing, savings
- **Telecom:**
telephone usage, outdated facilities, services, savings.

