

# £234,900 savings for Just Car Clinics

> ERA Success Story

## Summary of savings

Waste	48%
Recycling & Balers	30%
Electricity	9%
Gas	11%
LPG	19%
Stationery	28%
Landlines	43%
Mobiles	17%

**Just Car Clinics is the second largest independent chain of collision repair centres in the UK, with 620 staff in 25 locations across the North, East and Central England, specialising in motor collision repair and accident damage rectification of around 45,000 cars, vans and motorbikes every year.**

Neil Kirk, Managing Director of Howard Basford Ltd., recommended Adam Wheatley of Expense Reduction Analysts to Chris Elton, Finance Director at Just Car Clinics, at a meeting of their trade body, Auto Body Professionals, in October 2005.

Though the referral was a warm one, it was far from a done deal.

Chris Elton takes up the story: "I must say that I was initially very sceptical indeed, but I was persuaded by the strength of the recommendation that I should let Expense Reduction Analysts show me whether they are as good as was claimed."

### Significant savings – and client-specific supply solutions

Initially two projects – Waste and Power – were launched. Chris Elton was impressed: "In both cases, Expense Reduction Analysts delivered significant savings. More important, however, was the way in which the whole process was managed. They worked closely with us to make sure that they understood our requirements in detail, and they then sourced targeted supply solutions that specifically met our needs.



Glenn Cotter, ERA Consultant, Chris Elton, Finance Director, Adam Wheatley, ERA Consultant, Mike Crowe, Finance Controller

"My fear that an excessive focus on price would lead to quality and service difficulties proved entirely unfounded. I also expected to be unhappy with the savings calculations and was surprised that even seemingly complex areas could be accommodated by a savings methodology that is both straightforward and transparent."

As a result of the success of the first two projects, Just Car Clinics asked Expense Reduction Analysts to review their Stationery and Landline costs.

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**Chris Elton, Finance Director, Just Car Clinics**

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## Looking at the broader picture of business processes

Chris Elton comments further: “The Stationery project delivered savings that exceeded our expectations. The Landline project is being implemented across our sites on a phased basis. In this case, during the initial review, it was noticed that the ratio of lines to quantity of calls was high. Further site surveys identified a number of lines that were no longer needed.

“A solution using hosted VOIP was proposed which has had the advantages of removing unwanted lines, removing the need for hardware, such as switches, (which in some cases were due for replacement) and providing free calls between sites, as well as a much more flexible system that could grow with the company.”

Expense Reduction Analysts’ initial term of engagement for both Power and Waste came to an end, but, in both cases, Just Car Clinics retained their services on an ongoing basis. Key to this decision was Expense Reduction Analysts’ willingness to take on board changes as the client’s business developed.

## Further savings and environmentally beneficial

Chris Elton praises the category specialists involved: “Judith Ashurst, who undertook the Power project, had effectively managed the complexities inherent in the transfer of newly acquired sites and we knew that we could trust her to continue to do so for us. Similarly, our profile of Waste services never stood still, and Glenn Cotter proved that he could always be relied upon to look after Just Car Clinics’ best interests.

“Since our commercial relationship with Expense Reduction Analysts moved from shared savings on a like-for-like basis to a monthly retainer, they have been able to broaden their remit to considerable benefit. In particular, Glenn has fundamentally changed our Waste practices with a strategy of maximising recycling and balers where cost effective to do so. Not only has this delivered considerable further savings, but it has been environmentally beneficial too.”

Chris Elton sums up the value of Expense Reduction Analysts to Just Car Clinics: “What has impressed us most about Expense Reduction Analysts is that they have demonstrated again and again that they put our interests first. We know that if there was ever a problem, we could trust Adam Wheatley to solve it in a way that is in everyone’s best interests. We could not recommend Expense Reduction Analysts more highly.”

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