

Optimising Fire Services through Cost Intelligence

The client

A multi-site hospitality and leisure organisation operating several large, licensed venues engaged ERA Group to review its Fire Services expenditure across monitoring, auditing, maintenance and training.

As an incorporated not-for-profit organisation, the client needed to ensure its essential fire services remained fully compliant and operationally resilient while gaining greater visibility and control over costs.

The challenge

The organisation's Fire Services were managed through fragmented supplier arrangements, inconsistent communication structures and limited cost transparency. Although individual pricing appeared competitive, the absence of structured account management created governance risks and ambiguity around invoicing. The organisation also lacked consistent pricing structures across its venues, making it difficult to identify inefficiencies and effectively manage supplier performance. Because Fire Services are a critical compliance category, any cost optimisation also needed to protect safety, regulatory alignment and operational continuity.



The solution

ERA Group applied its structured 10-step Cost Intelligence methodology to establish greater visibility and control across the category.

The team consolidated baseline spend across all venues and separated statutory requirements from contestable cost elements. Pricing for monitoring, auditing and labour was standardised using consistent units of measure, enabling ERA to accurately benchmark costs and identify opportunities for improvement.

ERA then conducted competitive market engagement and negotiated improved supplier rates and administration margins. Structured invoice validation and KPI monitoring were introduced to strengthen ongoing governance and supplier accountability. Where price increases fell outside agreed terms, ERA formally challenged and corrected them.

The result

ERA Group delivered a 42% reduction in annual contestable Fire Services spend while maintaining full regulatory compliance and operational resilience.

Savings across individual areas included:

- 84% reduction in training costs
- 67% reduction in maintenance costs
- 35% reduction in auditing and testing costs
- 21% reduction in alarm administration fees
- 7% reduction in alarm monitoring costs

Beyond the financial savings, the project improved supplier accountability, created more transparent pricing structures, reduced reliance on spot pricing and eliminated bundled and legacy inefficiencies. The organisation also gained stronger governance over auditing and maintenance, ongoing invoice verification and performance monitoring, and a more structured repair and maintenance programme to support continued compliance.

ERA Group's Cost Intelligence approach helped identify where value was being created—and where it was being lost through fragmented service delivery and opaque pricing. The organisation now operates under a more transparent, controlled and continuously optimised Fire Services framework, helping ensure the savings achieved are sustained over time.

