

Healthy savings and improved processes for Catio Nightingale Hospital

CLIENT Nightingale Hospital

SECTOR Mental Health Hospital

COST CATEGORIES Land Lines, Mobiles, Couriers

As with all businesses experiencing the current downturn, expenditure is firmly in the limelight. Catio Nightingale Hospital engaged a team of specialists from Expense Reduction Analysts to assist them in managing their cost base.

THE CLIENT

Catio Nightingale Hospital is the leading independent mental health hospital in central London, providing individually tailored treatments and therapies for all mental health and emotional issues through inpatient, day therapy and outpatient services.

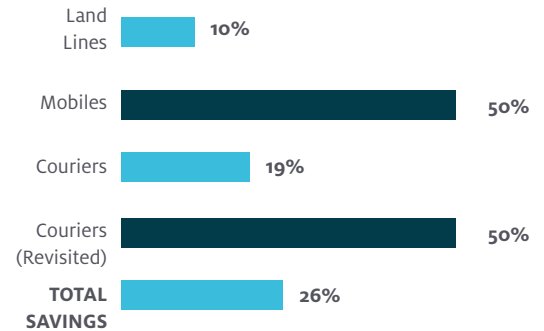
THE CHALLENGE

Catio Nightingale was in need of an overview of their telecoms provisions both in terms of service bundling and pricing benchmarking. ERA enlisted the assistance of their telecoms expert, Pritesh Patel, who established that although there was already a broker in place, Catio Nightingale were not getting the best value for money and were paying for additional services that they did not require. Pritesh recommended and implemented a new service provider that offered a greatly improved account management service. The change in provider and service selection resulted in savings of over 50% in this category.

ERA was also drafted in to conduct a review of the hospital's catering arrangements. We found the hospital had recently come to the end of a catering contract and managed to source an alternative supplier that could provide the same standard of products for prices that were overall 17% lower, without impacting on quality or service.

Alongside the new supplier, we helped in the prevention of delivery problems they had identified. The hospital, being located in Marylebone, sits on a busy route within central London and is often affected by congestion. The supplier worked actively with ERA to consider an alternative delivery strategy.

SUMMARY OF SAVINGS



“

We have found that engaging ERA has been extremely beneficial to our company; the partnership has not only achieved substantial savings, but also added real value to the way our organisation operates by restructuring and simplifying our procurement processes. Each purchasing consultant is an expert in their field and their knowledge and expertise was invaluable to help uncover the optimum solution.

SCOTT GREY,
COMMERCIAL FINANCE MANAGER,
CAPIO NIGHTINGALE HOSPITAL

Healthy savings and improved processes for Catio Nightingale Hospital

Changes involved alternative transport routes to the hospital and a precise delivery schedule that avoided daily event scheduled on route wherever possible. The hospital facilitated the receipt of night deliveries and overall disruption to the supply was negligible.

Prior to engaging the ERA team, Catio Nightingale had persistently promoted best purchasing practise to staff and encouraged cost awareness and ownership. The overall project helped refocus products and designated suppliers and ease of access to them. This was highlighted by the common issue of stationery supplies. Nigel Richards, an expert in office supplies, worked with the hospital to implement effective procurement by sourcing an alternative supplier able to provide products of the same quality for significantly less.

In addition, Nigel found that Catio Nightingale was not achieving best value marketing print from their external design agency. An alternative print supplier Janitorial Specialist, Steve Parrott, was engaged and mastered savings of 35%. The hospital consolidated it's purchase of janitorial materials and consumables to one supplier which eased the procurement process. to one stop shop.