



The Background

Located just 40 miles from Manhattan, Orange County is one of the most attractive areas near the New York Metropolitan area. Like many counties in the country, Orange County continues to face budget challenges and constantly seeks new ways to reduce expenses.

Among the many expense reduction initiatives the County undertook was a review of cellular phones throughout all departments with an objective of finding ways to reduce costs.

The Challenges

While there were many facets to the cellular review process that needed to be addressed, the overarching goal was to reduce cellular spending in the County. The assignment of phones, features, rate plans and the internal billing

Case Study –Orange County

practices of the County were complicated and hindered its ability to identify and contain cellular costs.

Furthermore, each department had its own unique set of requirements and preferences for cellular phones and features. Analysis of costs was further complicated because there were multiple carriers, multiple bills and billing formats, and various internal cost allocation processes the County used for each department.

The Solution

Cost Control Associates' **Cellular Source Analysis™** program was just the solution the County sought. The County liked the concept and approach to finding and implementing cellular cost savings. Cost Control Associates' continued on-going management of the bills also was attractive. Since the County had no funds in its budget for professional services, the County was pleased to find that Cost Control Associates' fees could be paid out of the savings produced.

Cost Control Associates' analysis included:

- ✓ Performance of a complete physical inventory of cellular phones.
- ✓ Review of cell phone rate plans utilizing Cost Control Associates' database of cell phone rate plans.

- ✓ Contact and coordination with the carriers in order to secure the best available rates and terms.
- ✓ Implementation of recommended changes.
- ✓ Reporting and timely follow-up to verify the completion of the changes and the savings.
- ✓ Development of a unique cost sharing process across departments by working closely with Finance and Purchasing.
- ✓ Performance of on-going monthly reviews to ensure billing accuracy and to identify further opportunities for cost savings as County requirements change.

The Outcome

Cost Control Associates' recommendations to restructure cellular phone purchasing and cost sharing allocations within Orange County proved to be quite successful – producing over \$45,000 in annual savings for Orange County. Moreover, the Finance and Purchasing Departments have better and more timely information available to provide the best cellular phone equipment to County employees and to monitor and contain costs overall.

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