

## Case Study - Service Corporation International

*“We are pleased with the expertise that Cost Control Associates brought us and the over \$1.0 million in gross annual cost savings and refunds achieved. Their people are great to work with and they produce results!”*



### Background

Service Corporation International (SCI) is the largest provider of funeral, cremation, and cemetery services in North America. SCI grew over the years by acquiring independently owned funeral homes and cemeteries around the globe. This acquisition program created the world's largest network of funeral service locations and cemeteries, which now consists of over 3000 locations.

As the acquisition market became extremely competitive resulting in increased prices and substantially reduced returns on invested capital, the Company focused on reducing overhead costs, including utility and telecommunication costs, to achieve improved operating results.

### Goals

SCI was highly motivated to search out energy and telecom cost savings including taking advantage of reduced costs brought about by deregulation of the energy industry. Unfortunately, the in-house time and expertise needed to achieve the desired results was not available.

### Constraints

Because the company grew through acquisitions, utility and telecom bills were paid at each individual site. With no centralization of the bill payment function and no centralized database of cost and usage data each site would need to be contacted to obtain information. With about 1,500 North American locations, this task was daunting. Internal resources for such a massive data-gathering project were not available.

### Solutions

Cost Control Associates' **Cost Recovery and Reduction™** and **Source Analysis™** programs combined with some extra services fit the bill. Cost Control Associates agreed to contact each of the 1,500 North American locations to collect the necessary bill data and create the database of information needed to properly analyze costs.

Cost Control Associates then used their **Cost Recovery and Reduction™** program to identify refunds and rate/service changes resulting in on-going cost savings. Their **Source Analysis™** program was also used to achieve additional savings from purchasing electricity from alternative suppliers. Fees for all services, including the bill collection and data creation, were paid entirely out of the refunds and savings produced.

### Results

Through their efforts, over \$1.0 million in energy and telecom refunds and gross annual cost savings were achieved.

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