



BOXWOOD

# The power of change

To secure a contract renewal, a leading Utilities service provider needed to make considerable cost savings in their already efficient operation. They challenged us to design and implement a programme to help them achieve that aim.

We undertook a far-reaching examination of their operation: rethinking their planning and operational practices, their use of resources and their performance management and reporting. As a result, a saving of almost 20% was achieved, while service improved.

Following our changes, the supplier awarded our client an eight-year contract worth £1.2 billion. Also, by implementing the innovations across other contracts, they've become more competitive giving the potential to win significantly more business.

Our work was highly recognised by the MCA Awards and we were awarded Project of the year and Performance Improvement in the private sector.

We deliver the results that matter.