auditel

AUDITEL.CO.UK

Helping Not-for-profits make effective and informed procurement decisions

EXPERTISE WHEN YOU NEED IT

coverage care
making life easier

Significant savings and procurement support for Coverage Care

"I would definitely recommend Auditel to other companies in the care sector. That's not a compliment I give lightly. I've been very impressed with the results, the hard work and the level of professionalism."

Financial Director, Coverage Care

Releasing cash flow to deliver goals

In the currently challenging economic climate, Not-for-profit organisations are constantly battling with the desire to deliver on their objectives, whilst ensuring that they are investing in the right technologies and receiving value for money from their suppliers.

EXPERTISE WHEN YOU NEED IT

From our experience, we recognise that it is not financially feasible for organisations to employ full-time procurement specialists across the full spectrum of goods and services that can be purchased.

These challenges culminate in non-purchasing trained employees making significant purchasing decisions without the tools or knowledge of the supplier market.

This puts them at a huge disadvantage when negotiating with suppliers that have a very clear understanding of the real costs and the margins built into contracts.

When engaged at the right time, such as when negotiating prices and contracts with suppliers, independent external help that works alongside your existing operational teams can level the playing field, thereby ensuring you achieve the very best value for money from your suppliers.

STRENGTHEN YOUR NEGOTIATING POSITION

Founded in 1994, Auditel was established to help organisations make effective and informed procurement decisions within a rapidly evolving market. Since then, we've built a strong network of over 100 procurement specialists and are continually innovating our service - becoming a leading procurement and supply chain management consultancy.

Auditel's procurement specialists work alongside your existing Finance, Operational and Procurement teams providing the external help your organisation requires, to deliver business transformation and a competitive advantage. This is due to our vast expertise and detailed knowledge of suppliers, and which of these suppliers can deliver innovation and services at the most competitive prices.

SUPPORT TO ENABLE EFFECTIVE PROCUREMENT AND DELIVER VALUE

Resource

Dedicated resource that adds considerable weight to your current procurement team

Knowledge

Detailed procurement knowledge of what best value looks like and how to achieve it, whilst delivering innovation into your supply chain

Expertise

Hand-picked procurement specialists negotiating on your behalf, who have long careers working in over 100 different expenditure areas

Tools

Unique benchmarking and analytical tools that speed up the tendering process and make sense of complex data - allowing you to make an informed decision

Buying Power

Access to serious buying power due to supplier relationships and unique pricing frameworks exclusive to Auditel

Auditel cuts costs significantly for YMCA's shops

"The management of this project has been excellent. Successfully transferring 80+ individual sites for landlines and electricity is an impressive feat. We have made some significant savings which will bring real benefits to the people we are working with."

Head of Retail YMCA Shops, YMCA

Poor procurement kills cash surpluses

Poor procurement is the silent killer of cash surpluses for any organisation. Unless you know what to look for and what can be achieved, it can go undetected for years.

OPERATIONAL ASSUMPTIONS AND CHALLENGES

With the UK firmly embedded in the Fourth Industrial Revolution, in which disruptive technologies and trends such as the Internet of Things, Robotics, Virtual Reality and Artificial Intelligence are changing the way we live and work, the need for an organisation's procurement function to embrace new ideas and technologies within their supply chain has never been greater.

It is not uncommon, when we first engage with an organisation, for them to believe that their procurement is under control and any improvements we could achieve would be insignificant and not worth pursuing. Many organisations believe that 'as long as the spend is within budget and the supplier is delivering in accordance with the contract and service level agreement, then all is well.'

This is a natural response and we fully understand this initial reaction. However, without independent benchmarking and validation of pricing and service level arrangements, it's impossible to know if you are receiving value for money or investing in the right technology.

From our 25 years of experience, working with thousands of clients, organisations are typically over-paying for goods and services by up to 50% whilst missing out on innovation. If addressed, this can have a positive impact on the organisation's performance.

Below are a few operational assumptions and challenges that result in organisations having an imperfect approach to their procurement, because it's often not discussed at board level or included during strategic planning.

ASSUMPTIONS	CHALLENGES
"Suppliers give me the same prices as they do to similar organisations" Suppliers actually price on opportunity and ability to drive margin	**No external benchmarking** What does 'good' really look like? Which suppliers can deliver it?
"We have a national buying deal" Our experience shows that local or regional agreements with the same supplier can achieve better results	**Responsibility for procurement is often given to non-purchasing trained staff** with limited buying experience, training or support
"I have employees experienced in procurement so we are fine" Expertise in buying raw materials is not the same as buying fleet	**Lack of time, resource and knowledge in specialist areas leads to cost cutting** to the detriment of product quality and service
"My suppliers are loyal and give me the best deals" Supplier loyalty does not automatically result in best pricing and service	**Some cost areas have multiple suppliers and multiple order points** This leads to a 'if it isn't broken, don't try and fix it' attitude

Auditel's refreshingly simple solution improves World Vision's communications efficiency

"Auditel's professional approach to our suppliers combined with their rapid grasp of our challenges and requirements was excellent. Their independent assessment, advice and focus on getting us the very best solution is refreshingly simple."

Director of Organisational Effectiveness, World Vision

Trusted procurement specialists

Our high-calibre procurement specialists have come from a broad range of professions, commerce and industry, providing our clients with access to an unrivalled level of knowledge, skills and expertise.

WE CAN HELP YOU ACHIEVE BEST VALUE

Our specialists have been hand-picked to join Auditel due to their lifetime of experience gained during senior careers within their chosen area of expertise. We understand our clients' business challenges, having worked in their sectors implementing thousands of similar projects over the last 25 years.

We really know what 'best value' looks like and can uncover opportunities to reduce costs, improve supplier service & quality, and deliver innovation into your supply chain. Our knowledge and understanding of the supplier markets provides you with an enhanced negotiating position and, by using our bespoke analytical tools and tendering processes, we can deliver impressive results quickly, with limited disruption or input needed by you and your staff.

WITH YOU EVERY STEP OF THE WAY

Negotiating from a position of knowledge, our specialists will help you avoid any contractual pitfalls that would disadvantage your organisation. Having supply-side expertise on your team ensures that any contracts that are put in place between you and your suppliers will be reviewed in detail, to safeguard your organisation from unfair clauses and protect you from unjustified price rises.

During the implementation process our specialists, who will be working alongside your employees, will ensure they are fully trained and supported in dealing with the supplier - eradicating maverick spend and holding suppliers to account, whilst adhering to the agreed prices and service levels.

BUSINESS SUPPLIES & SERVICES

- Archive, Storage & Shredding
- Health Care & Medical Supplies
- Janitorial Services & Supplies
- Laundry
- Office Furnishings
- Office Supplies & Stationery
- Packaging
- Workwear & PPE

BANKING & FINANCE

- Credit Insurance
- Foreign Exchange
- Invoice Finance
- Merchant Cards
- Taxation & Allowances

CATERING

- Catering Consumables
- Contract Catering
- Kitchen Equipment
- Vending Machines

COMMS & TECHNOLOGY

- Artificial Intelligence
- Business Continuity
- Cyber Security
- Data Networking Infrastructure
- Equipment & Maintenance
- Fixed Line Communications
- Hardware Procurement
- ICT Services
- Managed Services
- Mobile Devices
- Robotics
- Software Procurement
- Unified Communications

COMPLIANCE

- Data Protection
- Energy
- Environmental
- Food
- General Waste
- Hazardous & Clinical Waste Management
- Health & Safety
- Human Resources
- Insurance
- Travel

LOGISTICS, TRANSPORT & TRAVEL

- Couriers
- Fleet Management
- Forklift Trucks
- Freight
- Fuel
- Haulage
- Insurance
- Materials Handling Equipment
- Pallets
- Travel
- Vehicular Communications
- Vehicle Leasing & Sourcing
- Vehicle Tracking
- Warehousing

PREMISES & PROPERTY

- Business Rates
- Contract Cleaning
- Engineering & Electrical Consumables
- Facilities Management
- Fire Systems & Equipment
- Grounds Maintenance
- HVAC
- Maintenance & Repair
- Pest Control
- Property Management
- Security Systems & Equipment
- Washrooms

PRINT & POSTAGE

- Business Machines
- Digital Marketing
- DX
- Fulfilment
- Hybrid Mail
- Mailing Solutions
- Managed Print Solutions
- Marketing Print
- Operational Print & Postage
- Photocopiers
- Postage
- Print
- Workflow

Expertise on demand

Auditel has expertise in many different areas of expenditure which we have broken down into these cost groups. This means that we can advise you on new innovative products, services, policies and processes that can eradicate profit leaks and deliver a significant competitive advantage.

UTILITIES & ENVIRONMENTAL

- Electricity
- Energy Efficiency
- Gas
- Recycling
- Renewable Energy
- Sustainability
- Waste & Environmental Services
- Waste Water & Sewerage
- Water

Auditel helps Marie Curie to do more with their donors' money

"The Auditel team have shown a professionalism, eye for detail, and dedication throughout the project with the end goal to deliver best results to the charity. We have appreciated this additional resource taking an in depth and impartial view of significant costs to the charity; the results have highlighted the opportunities to reduce costs, allowing us to do more with our donors' money."

Director of Finance, Marie Curie

Serious buying leverage

Helping our clients to innovate within their supply chain is in our DNA. We have helped thousands of organisations accelerate their business performance by utilising our knowledge, expertise and our impressive buying power.

EXCLUSIVE RELATIONSHIPS WITH MARKET-LEADING SUPPLIERS

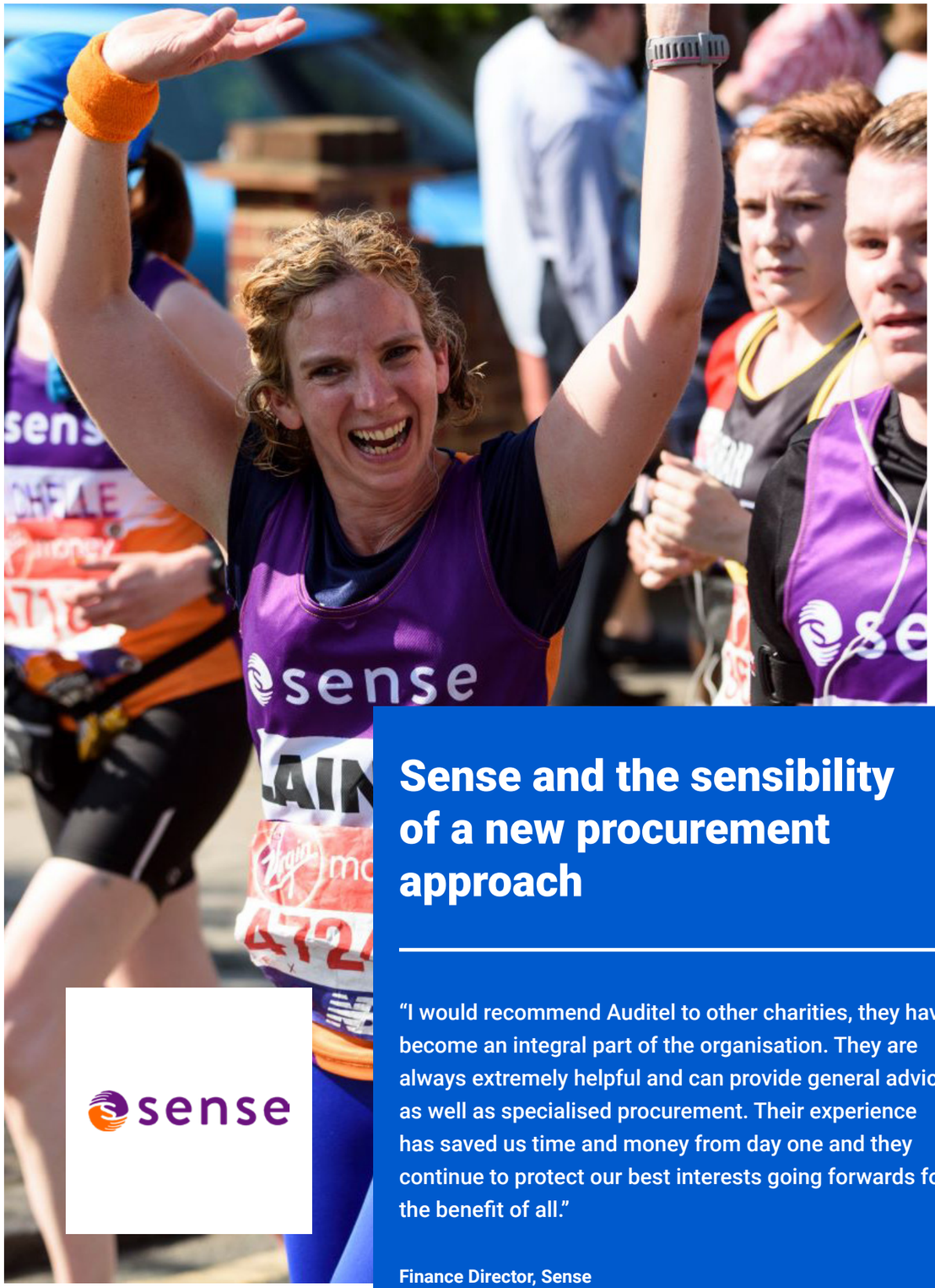
We have nurtured exclusive relationships with a wide range of national and local suppliers across 100+ different areas of expenditure, thereby building up an impressive buying leverage due to the combined spend of all our clients.

Suppliers that work with Auditel understand that, if they maintain a competitive price and adhere to service levels agreements, it is likely to lead to further opportunities from other Auditel clients. This means you can gain access to our unique pricing frameworks that would be unattainable if negotiating by yourself, resulting in best value for money, while remaining completely independent and impartial. The synergy this creates allows us to provide powerful solutions to your business challenges.

Suppliers enjoy working with Auditel because we are aligned to their tendering process. We can clearly present our clients' profile of spend and service level requirements, whilst also being aware of the innovation or valued-added service that suppliers can provide. This enables the supplier to give their most competitive price because there are no unknowns in the tendering process, ensuring that our clients get the best deals over the longest term.

Our specialists act as the conduit between you and the supplier, ensuring a smooth implementation and eradicating wasted time for both parties. We work hard to ensure that the supplier relationships result in a 'win-win' for both you and the supplier and we deal with both in a transparent, fair and ethical way.

Our suppliers also take an active part in training and sharing their own knowledge and expertise with our procurement specialists, who, in turn, pass it onto you, so that you can be sure you're always up-to-date with the latest innovations and solutions.



Sense and the sensibility of a new procurement approach

"I would recommend Auditel to other charities, they have become an integral part of the organisation. They are always extremely helpful and can provide general advice as well as specialised procurement. Their experience has saved us time and money from day one and they continue to protect our best interests going forwards for the benefit of all."

Finance Director, Sense

Independent, impartial, transparent

Auditel delivers significant added value for our clients at each phase of our engagement. Our end-to-end process enables us to ensure that we understand the needs of our clients and find the best value solutions to implement. Our unique process is simple to follow and, importantly, we provide the resources to do the work at each step.

EXPERTS AT MANAGING CHANGE

Once engaged, we will work with your operational teams to understand your requirements and identify any risks within your supply chain. This ensures that the suppliers we tender are a perfect match with your future business strategy. The more precise we can be with suppliers during the tendering process, the more competitive they will be with their pricing.

Using our bespoke tools, we will conduct a forensic line-by-line analysis of your data to uncover anomalies, patterns of spending and behaviours that were previously unknown. These can then be challenged and corrected to maximise savings and process efficiencies.

Your organisation gains access to our market knowledge, which comes from live data reporting across thousands of tenders. This enables us to quickly judge the competitiveness and quality of any incumbent suppliers. It also allows us to short-list potential alternatives in a fraction of the time it would take you to research independently. Our initial investigations of your past invoices and contracts ensures that any overcharges are identified and any rebates from your suppliers are recovered.

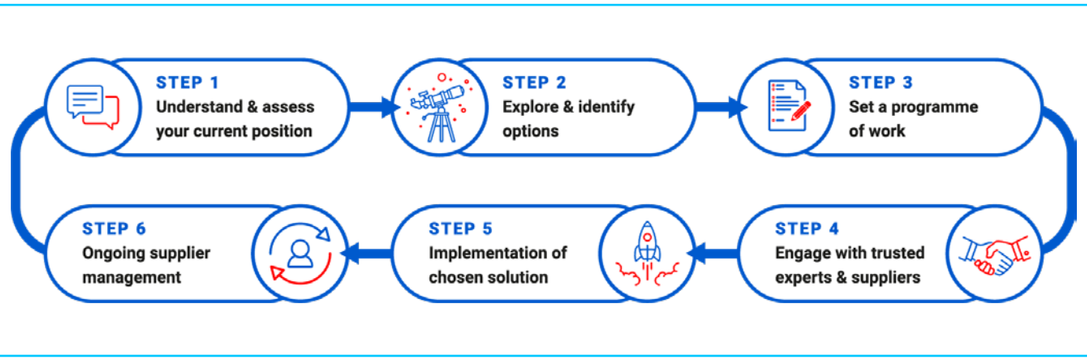
ONGOING SUPPLIER RELATIONSHIP MANAGEMENT

As part of our process, we implement professional supplier relationship management to help align your suppliers with your organisation's aims and objectives. Proactively managing your relationships with suppliers will result in improved communication and innovation from them which, in turn, can help you reach your operational objectives and maximise value from the supplier over the full course of a contract.

Identified savings found during the tendering process can often be eroded very quickly by several internal and external influences. Suppliers will naturally be looking at ways to increase margin on the account and/or internal staff may make mistakes or fail to follow the procurement processes we have put in place.

We are fully aware of these supplier tactics and challenges and are experts at avoiding these dangers, ensuring realised savings are delivered or exceeded.

OUR PROCUREMENT PROCESS



Auditel brings its experience to bear for The Disabilities Trust

"Auditel provide a seamless, efficient service which fully manages all our energy supplies. They are proactive in ensuring all deadlines are met and that best value is achieved for this key business cost."

Finance Director, The Disabilities Trust

Gain a competitive advantage

Our clients really do gain an advantage by undertaking a procurement review with Auditel. As you can see from the range of client testimonials in both this brochure and on our website, we can help.

REDIRECTING CASH FLOW BACK INTO YOUR CONTROL

In the current climate, with heightened levels of uncertainty and budgets being stretched, Auditel can be your trusted partner to ensure you are maximising every opportunity.

It is true to say that many of our clients initially engage us to deliver a cost saving. However the real benefits they enjoy come from the added value and business transformation that results from the solutions we put in place. Solutions which they acknowledge that they could not have achieved on their own.

Our independent analysis unlocks cash that, once identified, will be redirected back into your control. It is then up to you to choose how to utilise it, either reinvesting it back into the organisation's growth via new initiatives, or maintaining core services.

PEACE OF MIND, SO YOU CAN FOCUS ON RUNNING YOUR ORGANISATION

Why not join the thousands of clients that have enjoyed the tangible benefits and peace of mind that Auditel's skilled and experienced procurement specialists deliver, so that you can focus your time, resources and energy on your core activity to drive your organisation forward?

If you would like to learn more about how your organisation could benefit from innovation within your supply chain and ensure every supply line is working in the same direction, please call us to arrange an exploratory meeting.

We will conduct an initial diagnostic health-check to evaluate your current procurement functions and show you how our self-funding solutions can deliver you a competitive advantage.

We look forward to meeting you.

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CELEBRATING
25 YEARS OF
AUDITEL

EST. 1994