

HOW AN AUSTRALIAN FOOD MANUFACTURER REDUCED TELECOM SPEND BY 35% IN 6 MONTHS

No major infrastructure changes. Just visibility, governance and execution.

THE SETUP

A multi-site Australian food manufacturer engaged CDK to review its telecommunications environment. Like many businesses of similar size, telecom had never been treated as a managed cost with no single owner and limited internal visibility.

The business managed data and internet services across multiple sites, landline infrastructure and a mobile fleet.

On the surface, nothing looked obviously wrong. But that was precisely the problem:

- Billing had not been independently reviewed and costs had drifted well above market
- Legacy contracts had not been properly terminated — services continued billing after they were needed
- No one had a complete picture of what was active, what it cost, or whether it was still required

The spend wasn't large. But unchecked spend compounds — and what looks like a manageable monthly invoice often contains years of recoverable value.

THE PROBLEMS:

- Data and internet costs significantly above market benchmarks
- Legacy landline equipment still billing at full cost with no usage
- Mobile plans not aligned to actual usage patterns
- Billing errors and minimum commitment charges never challenged
- No independent review of carrier invoices accepted as correct

THE HIDDEN RISK

The cost wasn't obviously wrong.

It was **unreviewed and drifting**. Legacy services billing unchecked, plans not aligned to usage and credits that had never been claimed.

THE RESULT

Achieved without major infrastructure changes or operational disruption.

\$45k REDUCTION
IN ANNUAL TELECOM SPEND

\$25K ONE OFF
BILLING CREDITS RECOVERED

\$70.3K
TOTAL COMMERCIAL IMPACT

LEGACY EQUIPMENT CANCELLED
CREDITS REDEEMED BACK 24 MONTHS
VISIBILITY OF ALL SERVICES

"Entrusting CDK with streamlining our services was a great call and delivered the desired results at a very good price."
- John Gleeson (CEO)

WHAT CDK DID

VISIBILITY BEFORE CHANGE

Rather than immediately changing providers or infrastructure, CDK began with an independent telecom review.

Every service across the organisation was mapped to:

 Location	 Purpose	 Usage	 Contract Alignment
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WHAT CHANGED

- Data and internet charges reduced by over 25% following benchmarking
- ULegacy landline services removed, near-complete cost elimination
- Carrier minimum commitment charges challenged and removed
- One-off credit recovered covering 24 months of overbilling
- Inactive services and billing items cancelled across all providers

WHY IT WORKED

Most organisations overspend on telecom not because they are careless, but because no one owns **end-to-end visibility**.

Invoices are often approved because **'It looks like last month'**
Once visibility is established, savings become mechanical and repeatable.

If you're responsible for telecom spend and want clarity before making disruptive changes:

Book a no-obligation telecom cost review.

CDK Telecommunications

Independent | Risk-aligned | Enterprise-focused