

HOW A NATIONAL AIRPORT GROUND SERVICES COMPANY REDUCED TELECOM COST AND GAINED ONGOING CONTROL

No vendor disruption. No internal overload. Just visibility, execution and ongoing management.

THE SETUP

A national airport ground services business operating across Australia and New Zealand engaged CDK to review and manage its telecommunications environment.

The organisation operated across multiple carriers, with 600+ mobile services, data networks, VoIP platforms and a fragmented supplier base, with limited internal resource to manage it.

The environment included:

- 600+ Optus and Telstra mobile services
- Multiple data and internet providers (Over the Wire, Vocus, Commander)
- VoIP and SIP services across numerous sites

THE PROBLEMS:

- Hundreds of zero-usage mobile services billing every months
- Billing across multiple carriers with no consolidated view
- Carrier credits negotiated but never applied
- Legacy landline and ADSL services running at full cost, zero usage
- No asset register. No visibility of what was active or where

THE HIDDEN RISK

The cost wasn't obviously wrong.

It was **invisible and unmanaged**, zero-usage services billing monthly, credits unclaimed and no single source of truth for what was actually active

THE RESULT

Achieved without major infrastructure changes or operational disruption.

\$55k REDUCTION
DELIVERED IN THE FIRST 10 MONTHS

\$45K ONE OFF
BILLING CREDITS RECOVERED

\$99.7K
TOTAL COMMERCIAL IMPACT

ASSET REGISTRY ESTABLISHED AU & NZ
CONSOLIDATION OF SUPPLIERS
MONTHLY CONTROL

"CDK's advice on cost optimisation is simple to understand and easier to execute — the results speak for themselves."
- *Balaji Sambasivam (CFO)*

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

- Zero-usage mobiles identified and cancelled
- Carrier credits (\$45K) negotiated and applied
- Full Telstra and iiNet exit managed end-to-end by CDK
- AU and NZ services consolidated into single monthly reporting framework
- Asset registry & TEM (Telecom Expense Management) established across all carriers and sites

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