

# HOW TRANSDEV REDUCED TELECOM SPEND BY **59% IN ONE ENGAGEMENT**

No disruption. No internal overload. Just visibility and execution

## THE SETUP

Transdev Australasia operates across Australia and New Zealand with 5,700 staff and over 145 million passenger journeys annually.

When CIO Peter Orłowski joined the business, he identified telecom complexity as a risk area

The organisation managed:

- Large mobile fleet across Australia and New Zealand
- Multiple data and internet networks across operational sites
- Services across multiple carriers
- Long-term legacy contract lock-ins across several providers

## THE PROBLEMS:

- Billing and invoicing was messy
- Poor understanding of services received
- Little visibility across the business
- Limited internal resources
- Long-term contract lock-ins

## THE HIDDEN RISK

Telecom spend wasn't necessarily wrong.

It was invisible.

And invisible cost compounds.

## THE RESULT

**\$2.6M** REDUCTION  
IN TOTAL TELECOM SPEND

**\$1.1M** BILLING  
CREDITS ACHIEVED

**\$3.7M**  
TOTAL COMMERCIAL IMPACT

IMPROVED SERVICE & DATA CLARITY  
FULL TELECOM VISIBILITY  
ONGOING AUDITING

*"The CDK business model is quite attractive. It's basically risk-free."*

— Peter Orłowski, CIO, Transdev

# WHAT CDK DID

## VISIBILITY BEFORE CHANGE

Rather than switching vendors immediately, CDK began with a comprehensive telecom audit. No production services were touched. No immediate provider changes were made.

Every service was mapped to:

 Location	 Purpose	 Usage	 Contract Alignment
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## WHAT CHANGED

- Significant legacy billing errors identified and credited
- Unneeded services and complexity removed
- Contract drift corrected
- Mobile fleet retendered
- Overall telecom environment simplified and monitored

## WHY IT WORKED

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

Bills are approved in aggregate. **'It looks like last month'** becomes the strategy. Once visibility is established, savings become mechanical.

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