

HOW AN AUSTRALIAN NFP REDUCED TELECOM COST BY **\$1.1M**

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

THE SETUP

A large Australian Not-For-Profit organisation operating nationally engaged CDK to review its telecom environment.

The organisation managed:

- 1,100+ mobile services
- Multiple data and internet networks
- Voice and collaboration platforms
- Services across multiple carriers

Over time the telecom environment had evolved across several contracts, technologies and billing platforms which is very common in large enterprise environments where services evolve across multiple teams and vendors.

This made it increasingly difficult to maintain clear oversight of telecom services and costs.

THE PROBLEMS:

- Legacy network services still billing after infrastructure changes
- Mobile fleet plans no longer aligned with usage
- Limited visibility across active telecom services
- Vendor contracts approaching renewal without benchmarking
- Ongoing billing anomalies across multiple providers

THE HIDDEN RISK

Telecom spend wasn't necessarily incorrect.

It was **invisible** - and invisible cost compounds quickly in complex environments.

THE RESULT

Achieved without major infrastructure changes or operational disruption.

\$945K REDUCTION
IN ANNUAL TOTAL TELECOM SPEND

\$167K BILLING
CREDITS RECOVERED

\$1.11M
TOTAL COMMERCIAL IMPACT

IMPROVED TELECOM VISIBILITY
SIMPLIFIED VENDOR MANAGEMENT
STRONGER CONTRACT GOVERNANCE

"CDK always been my go-to for anything telecom-related — straight-talking, independent, and always delivers results." - Peter Orłowski (CIO)

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

- Legacy services identified and removed
- Billing errors identified and credited
- Mobile fleet retendered and optimised
- Network services aligned with current usage
- Vendor contracts renegotiated

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.

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