

HOW A GLOBAL STEEL MANUFACTURER REDUCED TELECOM COST AND RECOVERED SIGNIFICANT VALUE POST-CONTRACT

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

THE SETUP

A large global steel manufacturer operating across Australia and multiple international regions engaged CDK to review its telecommunications environment.

The organisation managed:

- Thousands of mobile services
- Complex data and network infrastructure (including SD-WAN)
- Legacy and modern voice platforms (including PABX environments)
- Services across multiple carriers
- No visibility of current services due to complex pricing structure

THE PROBLEMS:

- Legacy network and telephony services still billing after changes
- Mobile fleet plans no aligned with actual usage
- Limited visibility across active telecom services
- Complex bundled carrier pricing structures
- Vendor contracts approaching renewal without independent benchmarking

THE HIDDEN RISK

Telecom spend wasn't necessarily incorrect.

It was **unverified and not aligned to contract** and in complex environments, this creates ongoing cost leakage

THE RESULT

Achieved without major infrastructure changes or operational disruption.

\$2.4M REDUCTION
IN ANNUAL TOTAL TELECOM SPEND

\$364K BILLING
CREDITS RECOVERED

\$2.76M
TOTAL COMMERCIAL IMPACT

IMPROVED TELECOM VISIBILITY
SIMPLIFIED VENDOR MANAGEMENT
STRONGER CONTRACT GOVERNANCE

"CDK has consistently delivered strategic guidance that has brought real value, including significant cost savings."
-Warren Leo (Procurement Manager)

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

- Billing errors identified and credits recovered - \$364k
- Zero and low-usage services removed
- Data Network retendered and optimised with complex pricing structure removed
- Network services validated against contract and aligned to current requirements
- Telecom asset registry established for on-going governance

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