






HOW TRANSDEV CUT THEIR TELCO SPEND BY 20% IN LESS THAN A YEAR

Transdev Australasia Pty Ltd, established in Australia in 1998, is a leading public transport services company providing train, bus, ferry, light rail and new mobility services across Australia and New Zealand. Working with local government, public authorities and private companies, Transdev Australasia employs approximately 5,700 staff and delivers over 145 million passenger journeys in a typical year.

Peter Orłowski joined Transdev as CIO in August 2019 and noticed that telecommunications management could be improved.

For Peter, the concern was about the spend level on services and how complex and confusing the entire telecommunications set up was:

-  **Billing and invoicing was messy**
-  **Poor understanding of the services received**
-  **Little visibility of how the services deployed across the business were used**
-  **Lack of internal resources to resolve the complexity**
-  **Locked into long term contracts**

Peter initially started meeting with multiple telco's to explore options. However, having been working abroad for a long time, he felt he was out of touch with the Australian telecom industry and that he and his team didn't have the knowledge nor the capacity to face the problem alone. He was looking to fix the issue, rather than simply change provider.

Right around this time he was approached by David Knights, Owner of CDK Telecommunications, offering assistance to audit telco spend and identify saving opportunities. It was perfect timing. Peter thought it was worth a conversation.

A long-term contract called for external expertise

From the initial meeting with David, it was clear that he was an expert in the area. His 40 years of experience in the telecommunications industry, his background of work and clear common sense won over trust with Peter. Transdev had nothing to lose by trying to improve their situation.

"I think the CDK business model is quite attractive. It's basically risk-free."

- Peter Orłowski, CIO, Transdev

After carrying out a complete spend audit, CDK came back with a high-level overview of bespoke recommendations and improvements. The first and biggest finding was that Transdev was actually spending **a lot more on telecom services** than they needed to.

The CDK team quickly discovered more issues and needed extra time to analyse Transdev data, portals and contracts to get a strong understanding of the problem and to improve things. Despite this, Transdev started noticing reasonable, tangible outcomes after three to four months.

“It was very clear from the onset that we didn’t have internal resources that could spend time or have sufficient knowledge to run this. David knew that he would need to take that load. And that’s what he did.” - Peter Orlowski

The result? Simplified services and big cost cuts

Just over a year into the engagement with CDK, Transdev have solved nearly all their outstanding issues.



Credited for legacy financial issues

CDK **uncovered substantial amounts in billing mistakes** that are being credited back to Transdev, as well as ensuring everything now reconciles.



Service & data clarity

Transdev now have better clarity around their services, with the services now communicated and described in a meaningful way. This has allowed them to cancel and **remove a range of services that were not used or were wrong** for their operations.



Reduced overall telco cost

Through changes and removal of services, better billing practices and more clarity around their contract, Transdev have been able to **reduce their overall telecommunications spend** across data, mobile and voice services.



Increase service quality

At the same time, they’ve been able to increase the quality of some service links. Along the way they’ve replaced or re-rendered their mobile devices and the mobile services, which provided an approximate **cost saving of 17%**.



Improved use of technology

CDK has been able to help Peter and the Transdev team **think differently about the way they use technology and telecommunications**. This has led them to put in a whole new line of services for voice telephony and data services.

Transdev are now looking forward to determining what else they can do to optimise their telecommunications with help from CDK. They’re currently transitioning to a new SD-WAN wide area network installation after going out for tender with CDK’s assistance.

Nothing to lose and plenty to gain

While Peter was aware of and willing to fix Transdev's telecom ecosystem, he knows that a lot of other businesses are not as proactive in this space. When considering the effort and risk involved in changing a provider for what might be a 2% - 5% overall saving, a lot of companies wouldn't see the value. He says, however, that the CDK process makes it well worth it.

“CDK works off a success fee and the assumption they will find savings - and that's an attractive offering.” - Peter Orlowski

It minimises the risk to companies, and minimises the cost - CDK will explore the potential for improvement and savings, and charge based off the existence and size of those savings.

Peter says that he's learnt quite a bit through the process.

He's also happy with the choice to bring in an external provider, as he now has a trusted, reliable consultant and advisor on hand to ask questions, bounce ideas off and turn to when any issues arise. It's a relationship that will be ongoing, and Transdev will continue to use to their advantage.

“We now have a good consultant who we can turn to for nearly any telco related topic and we know he will deliver. Trust is important, and that's what we have now.” - Peter Orlowski

**IF YOU'RE INTERESTED IN BETTER
UNDERSTANDING YOUR TELCO SERVICES AND
COSTS AS WELL AS DRASTICALLY REDUCING
YOUR SPEND, LET'S TALK.**

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