



Cost Improvement Programme Case Study

The Halifax is one of the UK's leading Estate Agencies, with over 250 branches throughout England, Wales and Northern Ireland.

Gareth McLean, Managing Director at Halifax Estate Agents in Kennington, explains how the Relyable Cost Improvement Programme worked for his business.

'Last year was very tough on our sector. I believed as an organisation, we were on top of our cost management, however, Relyable's offer of "no savings no fee" on their cost improvement programme was a difficult proposition to refuse.

'I had an initial meeting with one of their business consultants, Nick Dove, who explained how the programme would work and the potential benefits that could be derived. We discussed all spend areas of the business and I was impressed with Nick's knowledge and professionalism throughout. I felt very comfortable that Relyable's understanding of business underpinned their claim that if no savings were made, we had the confidence that our business had received a thorough professional health check at no cost to us.

'Relyable assigned Richard Lewis to manage the Cost Improvement Programme for us. Richard, a former bank manager, was very knowledgeable of our business. We initially discussed the time Richard would need from me and my staff and diarised his time to be spent at our offices. We also authorised Relyable permission to renegotiate some contracts with our existing suppliers. Richard took very little of my time and again, I was very impressed how professionally Richard managed the work.

'Three weeks later, as agreed, I received Relyable's report and recommendations. A meeting was then arranged to enable us to discuss their findings. The report was excellent. The depth and detail had far exceeded my expectations. In every category a full analysis had been undertaken and was supported by documentary evidence. Where a saving could not be made e.g. where there were punitive penalties for breaking a contract, this was fully documented, along with a detailed recommendation for the future.

'So far, Relyable have identified substantial savings which are currently being implemented.

'I would recommend Relyable's Cost Improvement Programme to any business. Their proposition is exactly what they state and their time spent with us had absolutely no impact on our time or workload.

'The professionalism of their consultants and the depth and understanding of business cost reduction that they bring to their clients is a credit to the company.'

This case study was compiled from the feedback and comments by Gareth McLean, Managing Director, Halifax Estate Agency, Kennington, London, and has been authorised for circulation.

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