



# Cost Improvement Programme Case Study

Ticketmaster is one of the largest providers of ticketing solutions for all types of theatre, sports and music.

Andy Perkins, Operations Director at Ticketmaster Systems division explains how the Relyable Cost Improvement Programme worked for Ticketmaster.

*'The ticketing industry is very fortunate in difficult economic climates, however, our business is always looking to improve service and process whilst maintaining optimum cost efficiency. Relyable were initially engaged to provide consultancy and management of a programme of works we were undertaking in one of our specialist areas of the business.'*

*'During a meeting where cost was under discussion, Nick Dove, a consultant for Relyable who was present, suggested using the Relyable cost improvement programme as the vehicle to review costs across key areas of the business and generate savings. As the cost improvement programme was a no savings, no fee service, it was very difficult to refuse.'*

*'Relyable were asked to review six areas of our business and looked at how costs could be reduced. These included:*

- > Operations
- > Projects
- > Development
- > Back office
- > Sales
- > Support

*'I found all the team members I met from Relyable to be very good at understanding how our business worked. Many of our staff complimented their professionalism when on site and the manner in which they undertook their work.'*

*'When I received my cost improvement programme report I was pleasantly surprised at the detail of the review Relyable had undertaken. The report was concise, clear and highlighted some interesting findings which have been implemented and have made a significant impact on our bottom line.'*

*'I have found Relyable a great help in many areas of our business. They have an excellent approach to undertaking a task and their understanding of business process and best practice is exceptional.'*

*'I wholly recommend the Relyable cost improvement programme to any organisation looking to reduce costs.'*

This case study was compiled from the feedback and comments by Andy Perkins, Operations Director, Ticketmaster Systems, Newcastle under Lyme, and has been authorised for circulation.

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