

Informa Cuts Mobility Costs Through Global Sourcing Project



Tangoe Advisory Services Deliver Annual Cost Savings of Nearly 50% in the UK

About the Customer

Headquartered in London, Informa is an international business intelligence, exhibitions, events, and academic publishing group. Informa is powered by a global, mobile workforce with offices in the US, the United Arab Emirates, Brazil, and Singapore.

Informa inherited multiple telecom services contracts from business additions with service overlaps between different vendors. As a result, it established a technology procurement group to simplify its supplier profile, reduce spend, and improve service levels.

Structured with five divisions (Academic Publishing, Business Intelligence, Global Exhibitions, Knowledge & Networking, and Global Support), Informa had a diverse roaming profile. Mahesh Patel, Head of Technology Procurement at Informa, is responsible for technology spend and all related contracts across the company. He analyzed Informa's major IT spend areas and found a high potential for improvement in its mobile estate. Patel determined that Informa would benefit from outside expertise in mobile contracts and services to drive its initiative forward.

Optimizing and Reducing Mobile Spend

Informa had previously experienced positive results through an engagement with Tangoe in the United Arab Emirates. Prior to working with Tangoe Advisory Services (TAS), Informa used a reseller model solution to manage mobile spend in the UK but found it did not generate the value desired. So, Informa chose to work with TAS to consolidate contracts and drive savings after making a US-based acquisition and working directly with division heads, the CIO, and the CTO.

Patel commented on the project's success, saying, "I could tell early on that the way Tangoe operated and the people that were working on these engagements were very good and really knew their markets very well. That was key for me."

Key Pain Points

- Diverse roaming profile
- Redundant services and outdated commercial structure
- High levels of mobile spend

The Overarching Solution

Tangoe Advisory Services:
Benchmarking & Sourcing

Outcomes

- Annual cost savings of nearly 50% in the UK
- Consolidation of redundant services and contracts
- Increased operational efficiencies

This US-focused project quickly grew into a global corporate engagement when Informa engaged its European team for a sourcing project that incorporated TAS. Informa's goals were to reduce costs and achieve the best service levels possible. This engagement provided the Informa team with solid insights into the global mobile services marketplace and benchmarking data.

"We needed people who know these markets extremely well. The results exceeded our expectations in all respects."

– Mahesh Patel
Head of Technology Procurement, Informa

The Tangoe Advisory Services Solution and Results

TAS delivered an annual cost savings of nearly 50% in the UK and managed a competitive bid process with multiple telecom providers. Informa achieved its objectives by obtaining certainty and clarity that it had secured the best contract terms possible to experience significant cost reduction. Informa now has a more complete perspective on its mobile service options, and Tangoe has established itself as a valued partner to Informa.

Informa uses Tangoe's TEM solution for deployment and support services in the US and plans to expand these capabilities to a global scale.

About Tangoe

Tangoe helps its customers grow their bottom line. Leading global brands rely on Tangoe to increase productivity, reduce costs, and drive predictable results. The company's technology solutions are the global expense management and mobility services standards for the world's greatest brands who believe, like us, people work smarter when technology works for them. Learn how technology can make you work smarter at www.tangoe.com.