

# 2023 GLOBAL COST REDUCTION SERVICE

By Luke Provenzano  
Billing Manager



# THE CUSTOMER

A key client of ours is a global Big Fortune 500 company that partners with organisations to unlock the power of technology for business success.



As one of Europe and North America's global leading technology consulting firms, they deal with project delivery across the areas of cloud data security, software development and architecture, and have supported 50,000 organisations.

Their focus is on helping drive value in three key areas: customer experience, intelligent industry, and enterprise management, supporting customers to embrace key technologies such as cloud, data, and artificial intelligence, and improve their cybersecurity and environmental impact.



# THE SITUATION

Like InterEx, a big focus of this client is SAP, so we knew from the start that there was synergy and that we could work together. They were planning a big rollout across Europe – and needed to recruit a high volume of skilled employees in each market – something that was set to be expensive.

Recruiting the right people in each market can be difficult, due to the knowledge and understanding of the nuances of each country, and its culture, language and legalities. They needed a solution where experts were able to advise a solution tailored to their needs – and budgets.



# THE SOLUTION



Based on our knowledge and experience of the markets in which they wished to be successfully operating we were able to propose a tailored and bespoke hybrid model solution which would cut project costs by 30%.

Previously they had been using individual companies in every market, which came at a high cost. By proposing and orchestrating a centralised hybrid model where workers could be remote, we were able to reduce the costs, but ensure efficiency, quality and consistency across the execution.

This hybrid approach, unique to InterEx, was a big difference. Through this bespoke solution, we identified with key contacts within the business who were heavily investing in resources that were too expensive and not adding masses amounts of value to the project. By identifying this, we replaced the expensive candidates with a solution 50% cheaper via a hybrid model. And the results? A more advanced skillset and faster project delivery, achieving the results we were all looking for.

# THE RESULT

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This hybrid model resulted in some astounding results in just the first twelve months:

-Reduced project costs by 47% by identifying the expensive candidates that were not adding value to the project.

-63 consultants working for us globally with this client just within SAP across all Europe & North America regions.

-Supported 28 projects across Europe for SAP alone.

It wasn't just a one-off. Not only were there project savings of nearly a third that were achieved in the first year, but now, four years on, we have moved on to also working in data and cloud, and are still making savings of around 30% year on year. Retention rates are high, averaging between 84-90% over the last four years.

REDUCED PROJECT COSTS BY

**47%**

SUPPORTED

**28**

PROJECTS ACROSS ALL EUROPE & NORTH AMERICA FOR SAP

RETENTION RATES OF

**84-90%**

OVER THE LAST 4 YEARS!





## LUKE PROVENZANO

Billing Manager

Luke is the Global Account Development Manager for the Contract/Temporary Recruitment team for InterEx Group worldwide.

His role is to network and manage InterEx Group's current customer base with the plan of expanding our operations across different sectors in Europe & North America ensuring there is a high level of customer engagement and care.



Due to this success, we've developed a long-term collaborative alliance. This client takes our guidance when it comes to developing relationships with businesses and uses our model to build and bring on customers. We've built a mutually beneficial partnership, creating focused and bespoke business solutions that work for both of us.



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