

ABC Delivers Savings to Regis Corporation

Review of telecom spend identifies additional profits

American Business Communication (ABC) had the opportunity to help a large international retailer optimize multiple aspects of their telecom environment. Regis Corporation, headquartered in Minneapolis, MN, is the world's largest company in the salon industry. With over \$3 million annually at the time in local, long distance, data and other telecom expenses - the impact of increasing telecom expenses caught senior management's attention.

the problem telecom spend was increasing unproportionately compared to revenue and growth.

Regis hired ABC to assess the situation and provide visibility into the root cause of the telecom expense increases. Inherent in the salon industry are several key factors that play into telecom spend and the challenge of expense management:

- 10,000 North American salon locations under multiple trade styles
- Frequent acquisitions and integration into corporate structure
- High churn rate for site managers and staff, mobile management team
- Thousands of invoices from hundreds of carriers
- Need for quick response rate and dedicated support environment

By partnering with ABC, Regis reduced their telecom spend by more than one-third. Inventories, expense, and location management are available a click or a call away - an option not previously available. Contracts are negotiated and managed in a manner to benefit Regis business needs.

the solution ABC delivered the expertise consultative service and on-going support solutions to help Regis reduce telecom spend and FTE costs of more than 1.13 million annually.

- Contracted Master Service Agreements, creating a same-environment setting for salon groupings, including pricing features, and services
- Established e-billing practices, creating on-portal for billing information access
- Consolidated accounts reducing the quantity and complexity of invoices and accounts
- Created invoice, ticket and inventory systems for synchronous information exchange and advanced activity tracking and resolution

As Regis has more than doubled in size since first hiring ABC 2001, ABC continues to maintain a complete management solution, diligently reviewing bills contracts, usage patterns, acquisition management and integration throughout their telecommunications enterprise.



A Partner You Can Trust

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