

## Aurizon Case Study

**Infoview™**  
INSIGHTFUL  
DATA ANALYTICS

“With hard focused work we have turned chaos to control. The Infoview Oneview system, with its clear and concise reporting, ensures that we make fact-based decisions about reducing waste and cost. It feels surreal to now only deal with small problems.”

**Rob Campbell**  
Telecommunications  
Business Manager,  
Aurizon

**\$10  
MILLION  
SAVED**

EXPENSES  
REDUCED BY  
**50%**  
PER ANNUM



### Expense Management

## Multi-million dollar saving for world-leading transport business

Infoview empowered Australia's largest rail freight operator, Aurizon, with data-driven solutions relating to its telecoms inventory and expenses that resulted in a saving of more than \$10 million a year.

After being split from Queensland Rail, then later floated in 2010, Aurizon (formerly QR National) was faced with the significant challenge of structurally and commercially separating its 140 Australia-wide sites from the government organisation. One of those challenges was owned by the Aurizon IT team in managing telecommunications spend and services.

At the time, Aurizon estimated its telecommunications spend at \$4.8 million. This figure was later found to be double that. The drastic discrepancies between perceived and actual costs meant Aurizon needed greater insight and management of its telecom data in order to regain control on spend.

**Emphasis was placed on reducing costs.**

**Other key areas marked for attention included:**

- Improving inventory control, tracking and vendor management
- Reducing administrative overheads due to multiple vendors and fragmented processes
- Consolidating assets and services post demerger and through rapid growth.

Aurizon is Australia's largest rail freight operator and has over 150 years of experience. Each year, Aurizon transports more than 250 million tonnes of Australian commodities, connecting miners, primary producers, and industry with international and domestic markets.

### SUCCESSFUL DATA SOLUTIONS

Telecom expenses ballooned out to \$20 million and Aurizon turned to Infoview to deliver a secure telecommunications expense management system. With the Infoview Oneview (Billing and Asset Management) technology, results were immediately realised. Telecom expenditure was reduced by over 50% to \$10 million per annum.

Oneview gave Aurizon full visibility of expenditure data while also driving accountability. Procurement could be tracked and validated. Contract compliance could not only be tracked, but also reported. This improved visibility led to more than 4000 services being cut - an instant \$2 million saving. Unknown billing points were cancelled, unassigned services were reduced and data cards were rationalised. Planning for growth became proactive, allowing for a better experience for end users.

Collectively, these reductions led to improved governance, control and management for the company as a whole. Empowered by the insight provided from the Infoview Oneview technology. With these changes Aurizon found itself quickly moving towards its 'drive to 75' mission - its company goal of achieving a 75% operating ratio.

## Flight Centre Case Study

**Infoview**<sup>™</sup>  
INSIGHTFUL  
DATA ANALYTICS



### Expense Management

## Compelling return on investment for multinational travel group

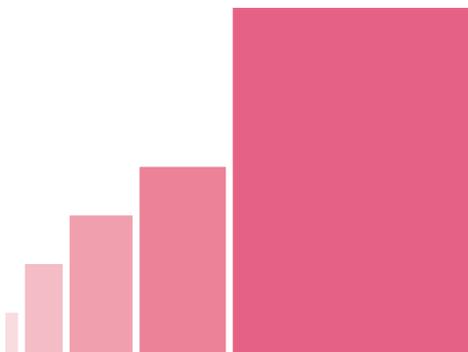
Flight Centre Travel Group formed a strategic partnership with Infoview to implement multi-vendor telecommunications expense management technology that gave the travel giant a return on investment in excess of 500%.

Historically, Flight Centre's expansive telecommunications were provided by a single carrier. Over time, focus, competitiveness, visibility and control of service inventory were lost. The consequences were huge. Moving to a multi-vendor platform provided Flight Centre with deeper insight into its telecommunication services allowing them to reap clear and defined benefits across the organisation.

#### Focus was placed on:

- Increasing visibility and control over asset management and inventory tracking
- Gaining confidence in billing accuracy
- Creating a disciplined approach to the provision of services
- Implementing a dispute management process
- Allocating and redistributing costs.

Flight Centre established a number of strategic partnerships to achieve these goals, one of which was with Infoview.



# 500%

FIRST YEAR RETURN ON INVESTMENT

“The catalyst for selecting a [Telecommunications Expense Management] provider was to give Flight Centre visibility and control of our inventory and costs so we could move to a multi-vendor model.”

**Ben Barnes**  
General Manager of Finance

Flight Centre Travel Group is one of the world's largest travel agency groups. It has company-owned operations in 11 countries and more than 2500 stores. After starting with one shop in the early 1980s it has enjoyed remarkable growth to become a \$13.5 billion business consisting of more than 30 brands and employing more than 15,000 people.

### SUCCESSFUL DATA SOLUTIONS

Infoview empowered Flight Centre to take control of its telecommunications inventory and expenses through the implementation of the bespoke Infoview Oneview (Billing and Asset Management) software. The Oneview software and the personalised, strategic advice provided by Infoview not only helped Flight Centre realise immediate cost savings, but also reduced administrative overheads and provided executives and cost centre owners with a clear and concise view of high level expenditure and trends.

Return on investment relating to annual telecommunications fees and disputes credited was in excess of 500%. Administrative efficiency improved. Telecommunications costs could be correctly allocated to business divisions. Staff time and effort was spared.

Even without measurable outcomes, the results were compelling. Oneview gave Flight Centre the technology it needed to drive data further, confidently taking control of expenses and ultimately achieving their strategic business objectives.