

BACKGROUND

Tunstall Healthcare is the world's leading provider of telehealthcare solutions, operating in over 40 countries and supporting more than 2.5 million people worldwide. The company has been pioneering healthcare solutions for more than 50 years and its technology and services play a key role in helping older people and those with long-term health and care needs enjoy a better quality of life.

OPERATING EFFICIENTLY

Supported by a network of specialist trained engineers and equipment service technicians along with a UK and Ireland commercial sales team Tunstall places great emphasis on ensuring that its vehicle fleet management policy delivers exceptional service as well as economic savings. After 12 years with its incumbent supplier Tunstall decided that it was time to review the service, delivery and cost of its vehicle fleet management. At the time it was deemed quite complicated to change suppliers especially as Tunstall did not have fleet management expertise and the decision was taken to hire independent external help. After researching the market, it appointed procurement specialist, Neil Birkbeck to undertake a tender exercise on its behalf.

PART OF THE TEAM

Neil worked with the internal HR and Finance teams, as well as the incumbent supplier to understand the vehicle requirements across the UK business. Neil undertook the majority of the leg work that supported key decisions around fleet management not least those around service and maintenance provision. Neil's analysis also provided further clarity around many of the chargeable elements of the incumbents operating model which drove much of the pre-qualification questionnaire data. Neil facilitated the e-tender process from start to finish. This involved establishing a list of potential suppliers, preparing the online pre-qualification questionnaire and finally managing the auction itself.

Jason Cicero, Finance Director UK and Ireland Tunstall Healthcare UK Ltd comments:

"It was decided at the outset that external assistance from a procurement specialist such as Neil would be required to ensure the project was managed effectively and efficiently from start to finish. Neil worked well with the internal team and although employed as a third party consultant operated as a Tunstall representative whenever communicating with external suppliers.

The business recognised the need to challenge the existing supply chain and through Neil's work Tunstall was able to establish a clearer picture of where there were cost saving opportunities as well as determine the type of partner it would be prepared to work with. The e-auction although confirming the incumbents position as the lowest cost provider of vehicles did not on its own reveal the bigger picture. By meeting and talking with prospective suppliers on Tunstall's behalf Neil was able to provide a more rounded view on those suppliers that were more in tune with Tunstall's best interests."



KEEPING TUNSTALL ON THE MOVE

"We made over 10% savings on the acquisition of vehicles and savings on the management and maintenance of vehicles was even higher."

Jason Cicero



FAVOURABLE OUTCOMES

During the process the incumbent supplier did reduce its price, eventually providing the lowest price but there were other suppliers that had been qualified as satisfying all the tender requirements. Tunstall decided to proceed with the close second placed supplier who it felt would operate a more transparent and open business model working for the best interest of Tunstall.

Jason Cicero concludes: "Neil managed the project from end to end and continues to support Tunstall through its next round of fleet procurement. Through Neil's work we ended up moving away from our existing supplier also taking the key decision to separate vehicle maintenance and repair from vehicle provision, this was based upon the clear cost saving opportunities demonstrated through Neil's analysis. I would have no hesitation recommending Neil for other similar projects."

