

MANUFACTURING COMPANY

THE CHALLENGE

A prominent East Coast Manufacturing Company had been doing business with their current records storage vendor for over 15 years and had accumulated over 35,000 boxes. Seeking to improve upon their financial and operational performance, the Manufacturer wanted to convert all physical documents to digital records storage. After reviewing pricing, the Manufacturer discovered that the cost for destroying containers and converting data was astronomical.



THE SOLUTION

The Manufacturing Company needed assistance in finding a cost-effective vendor to assist with digital conversion. With significant time and financial constraints, the Manufacturer needed expert guidance. With RIC's unparalleled expertise and proven track record, the Manufacturer engaged the team to reduce costs, conduct a comprehensive analysis, retrieve overbilled expenses, and reduce or eliminate additional destruction fees.

THE RESULTS

By conducting an in-depth analysis, RIC discovered line items that were not contractual, line items that were not being billed correctly based on the cubic foot, and storage minimums costs being charged when the client exceeded minimum retention.

Based on these non-contractual invoice costs, the total overbilling equated to \$15,000. In addition to deceptive overbilling, the vendor's agreement contained faulty contract language needed for negotiation. The language that was changed based on the RFP contained no minimum volume requirements and no permanent withdrawal.

The reduction in fees gave the Manufacturer options of going to three different vendors, reflecting savings of \$620,000, \$750,000, or \$850,000 respectively.