



It was a breath of fresh air to be able to engage with a supplier who could make a difference. Printing and stationery is the one thing I don't have to worry about.



Heath Lambert

## Heath Lambert Enjoy a Breath of Fresh Air

Heath Lambert is the UK's leading independent insurance broker, with an annual turnover (2006) of £128.5 million. The company's history spans some 160 years, and today it employs over 1600 people in 23 UK locations. In 2006, the company reviewed its print and stationery purchasing. There were concerns about value for money and the lack of purchasing control. Heath Lambert's total annual spend on both stationery and print was £1.4 million.

Phase, and Heath Lambert's incumbent supplier, were invited to present to a panel to explain how they would rationalise and improve the existing system. From the outset it was clear Phase's passionate approach was different.

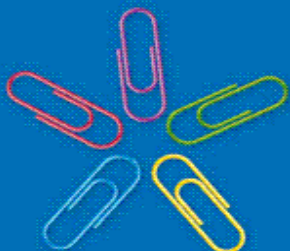
Phase undertook a careful analysis of Heath Lambert's needs, and its unique management reporting system streamlined the previously uncontrolled system. From the results of the Phase audit, a comprehensive product range was identified. Products ordered outside this list could be vetoed by Phase, controlling the purchasing from each office. Unlisted products would need special authorisation from Heath Lambert. The audit was so thorough, and the list so comprehensive, there have been no requests for product authorisation in the past 18 months.

The transition period with any new supplier can be difficult. It's human nature to be resistant to change, and many of Heath

Lambert's staff didn't perceive any problems with the old system. For the relationship to succeed, it had to be a partnership, not only with the Heath Lambert management, but with everyone involved. Phase achieved this, and Account Manager, Ian Hold, was directed to win people over with 'audience participation' and to 'engage and demonstrate by example'. Ian now enjoys a positive and strong relationship with the Heath Lambert team.

In the first year of working with Phase, Heath Lambert achieved a 'cost avoidance' of between £60,000 and £70,000. One priority was to print the company headed paper in-house. Phase was able to put the systems in place to achieve this. The entire stationery purchasing, and most of the print buying, was rationalised and controlled. All ordering, invoicing, and cost schedules are handled electronically by Phase, a task which previously needed two people to complete.

Phase's account management has been paramount to this success. With regular reviews carried out by Ian Hold, the Phase Account Manager, and quarterly reviews with Alan Sames, Managing Director of Phase, the stationery and print buying now "runs itself" and is "the best it's been over the past 5 years".



Are you Phase AWARE?

Assessment

Working in Partnership

Advice

Resources

Experience the Difference

Phase  
12 Station Road, Chertsey, Surrey, KT16 8BE  
T. 01932 570 075 F. 01932 570 444  
E. sales@phaseoffice.co.uk