



## CASE STUDY

# Syracuse Community Health Center (SCHC) Realizes Savings of Over \$100k/Year

In today's economic climate, every dollar matters. Cutting costs is a common goal for many organizations, whether to improve margins, profitability, or productivity.

Integrity Cost Consulting (ICC) works with organizations lacking time and industry experts to verify, reduce, and control non-labor expenses.

### The Challenge

The Syracuse Community Health Center's (SCHC) mission is to provide primary and supportive health care for over 34,000 patients per year while remaining cost effective and competitive. They wanted to optimize cash flow and review costs to ensure their money was being well-spent, obtain refunds, and identify cost reduction opportunities that would benefit the health center for years to come.

*“In our organization, cost control is very important and we are constantly monitoring our expenses and bottom line, but figured we had nothing to lose to engage in expert cost recovery services. I would like to express my appreciation for the audit your staff performed for us. You identified and corrected billing problems that had gone undetected, plus uncovered and implemented cost reduction opportunities. You made the process easy on us.”*

– Amy E., CFO

continued >

**We review many  
expense categories for  
various types of clients.**

Below are some of the more  
common categories that yield  
savings across all industries:

#### Waste



#### Telecom



#### Utilities



#### Industrial Laundry/ Textile Rentals



## The Solution

We performed an audit of trash, recycling, medical waste, shredding, phone, internet, electric, water/sewer, and natural gas charges.

### In summary, we:

- Evaluated current billing charges against local and national market pricing and trends to ensure client was receiving all available discounts and promotions.
- Reviewed waste service levels, pickup frequencies, and containers being used. We also verified waste vendors were administering services according to all regulations.

## Conclusion

Our audit uncovered multiple ways to reduce and remove unnecessary charges and fees. We optimized waste service levels and rectified cost imbalance between waste service levels and prices charged.

In addition to correcting billing errors, we were able to negotiate new, more favorable contracts with some of SCHC's current vendors. This allowed SCHC to reduce expenses immediately without any operational disturbances.

*“I would highly recommend Integrity Cost Consulting to those organizations concerned with their bottom line, especially to our fellow healthcare-related organizations.”*

– Amy E., CFO

## About the ICC Cost Verification Process

A cost verification audit ensures an organization has been and is being billed accurately by vendors and is paying the absolute least amount possible. The audit is effective regardless of the status of vendor contracts.

To begin the audit, our team requires a signed letter of engagement and a copy of the latest month's invoices.

### Critical tasks to be performed by ICC include:

- Obtaining vendor refunds for past billing errors and overcharges
- Optimizing service levels
- Benchmarking costs against our large, proprietary database of similar businesses
- Negotiating new contracts with lower pricing and more favorable terms/conditions
- Verifying and controlling future costs by on-going monitoring of vendor invoices

## The Results

### Telecom - phone and internet

|                    |          |
|--------------------|----------|
| Savings Percentage | 16%      |
| Monthly Savings    | \$2,822  |
| Annual Savings     | \$33,864 |

### Trash and recycling

|                    |          |
|--------------------|----------|
| Savings Percentage | 58%      |
| Monthly Savings    | \$2,368  |
| Annual Savings     | \$28,416 |

### Medical Waste

|                    |          |
|--------------------|----------|
| Savings Percentage | 77%      |
| Monthly Savings    | \$2,844  |
| Annual Savings     | \$34,128 |

### Shredding

|                    |          |
|--------------------|----------|
| Savings Percentage | 51%      |
| Monthly Savings    | \$1,132  |
| Annual Savings     | \$13,584 |

**Don't wait another day to have your expenses reviewed by our team of experts.**

Call 315-935-9379 or email Steve Thompson at [steve@IntegrityCostConsulting.com](mailto:steve@IntegrityCostConsulting.com) to start saving today!

