PROCUREMENT · CONSOLIDATION · 2026

Nine Suppliers for One Office

Nobody sat down and designed a nine-vendor estate. Every single purchase was sensible on the day it was made, by whoever happened to be closest to the problem.

Fragmented estates are not a planning failure, they are the normal outcome of buying technology one emergency at a time. The costs that hurt are the ones with no budget line: subscriptions on hardware you own outright, capability paid for twice because two platforms both include it, app and login sprawl, induction time for every new hire, and the hours lost when two suppliers disagree about whose fault a fault is. **Audit from the card statement, not the invoices**, the recurring charges that hide from a bookkeeper are almost always on a card, and the sixty-month projection is the number that changes minds. **Fix in this order: duplicates first, unused seats second, contract terms third, and only then price.** Negotiating a discount on a service you should have cancelled is the most common way businesses waste the one moment of leverage they get each term.

The short version

What got bought	What triggered it	Who chose it
Phone system	The old one failed, or the provider announced it was ending the product	Whoever answered the letter
Internet	A move, or an outage that lasted long enough to be intolerable	Whoever was in the office that week
Cameras	A break-in, or a near miss at a neighbouring business	The owner, on a Saturday
Scheduling or field tool	A dispute about who was where	The operations manager
Video conferencing	2020	Everybody, separately
SMS or notification service	Too many missed appointments	Reception
E-signature, forms, storage	A single awkward transaction	Whoever was embarrassed by it

Also worth knowing

Column	What goes in it	Why it matters
Supplier	Who charges you	The count itself is the headline finding
What it does	One sentence, in plain words	Duplicates become visible the moment two rows say the same thing
Monthly cost	Normalise annual charges to monthly	Annual billing is where the forgotten subscriptions hide
Seats or devices	How many, and how many are actually in use	Unused seats are typically ten to twenty per cent of a per-user bill
Renewal and exit	Renewal date, notice period, exit cost	This column is where the real money is decided and it is the one always left blank

The test that reveals it

For every connected device in the business, ask one question: **what stops working if I stop paying?** If the answer is "nothing", you own it. If the answer is "the recording, the history, or the ability to see it remotely", you are renting it, and the rent has no end date. Neither answer is automatically wrong, but you should know which one you are in, and most businesses do not.

Questions the full guide answers

- [ ] How do I find every technology subscription my business is paying for?
- [ ] What is subscription creep and how do I tell if I am affected?
- [ ] In what order should I consolidate suppliers to save the most money?
- [ ] Why does having multiple suppliers make faults take longer to fix?
- [ ] When is consolidating suppliers the wrong decision?
- [ ] How do I check whether a consolidated provider will lock me in?
- [ ] What should a consolidated provider actually cover, and what should stay separate?

This is the summary. The guide has the detail.

Every point above is worked through in full on our site, with the Australian context, the numbers and the exceptions. If you would rather talk it through, call **1300 663 222** or visit **vocphone.com/about/contact-us.**