

City Managers trust their instincts and achieve substantial savings - more than double their expectations - by engaging Calero-MDSL

## TELECOM ENVIRONMENT

11K+ Users

\$5M+ Spend

\$50K Average monthly savings generated by Managed Services

## QUOTABLE

“The Calero-MDSL team have been experts guiding us in this process. Not only were we able to realize substantial savings in the first six months of the engagement, but we were able to go-live well ahead of schedule.”

Major Pacific Coast City

## EXECUTIVE SUMMARY

This Pacific Coast County is home to more than 3 million residents of diverse cultural, economic, and racial backgrounds. Over 11,000 city employees serve in an area that encompasses 4,300 square miles with 70 miles of beach, two bays, several mountain ranges and a desert.

This city's experience clearly demonstrates the importance of trusting your instincts. City management knew they were overspending on telecom services, and probably losing money to simple errors as well. They wanted to stop wasting budget needlessly and enjoy every possible service provider discount available. Lacking internal processes or expertise in managing telecom expense, they turned instead to recognized experts and are today glad they did.

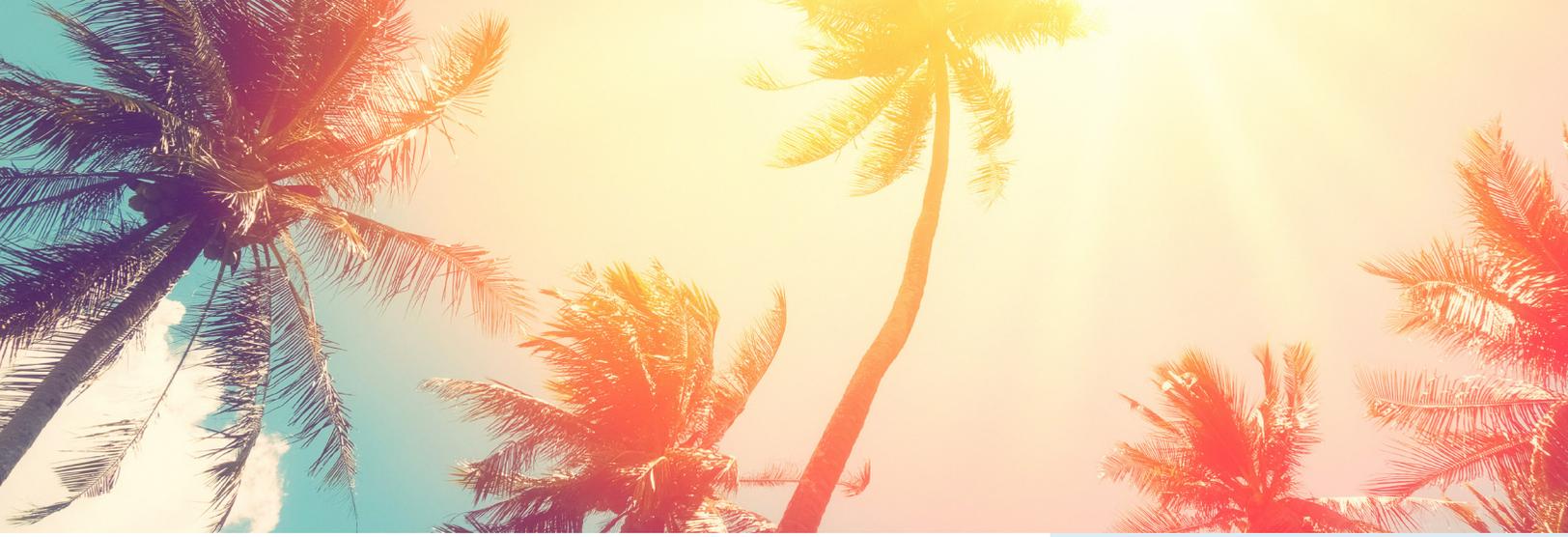
## CHALLENGES

Providing telecom services for 11,000 employees, with contact centers, dispatch operations, and many other requirements is not simple, nor is it inexpensive. In fact, the city spends about \$5 million per year to keep everyone communicating with each other.

One of the biggest challenges came when city telecom managers started to sense that they were probably wasting and losing a substantial portion of their budget to inaccurate billing, overpayments, payments for services no longer in use, and more. Confident they were overspending, the problem was they couldn't prove it. They had no way of identifying and quantifying the losses. At that time, the city IT/Telecom team had been managing the expenses manually. Invoices were all reviewed and approved manually, then paid manually as well.

This led to city to publish a request for proposal for telecom expense management (TEM) services to help them measure, manage, and control this major element of the city's annual budget.

Calero-MDSL submitted the winning proposal and immediately initiated their plan.



## SOLUTION

As a byproduct of implementing their TEM solution, Calero-MDSL performed a historical audit of the city's environment looking for immediate savings opportunities. Through identification of various carrier billing errors it resulted in more than 100% project ROI before the full program event went live.

The implementation centralized inventory for the city's telecom services into a single platform, accounting for all carriers as well as tracking physical assets. To insure the new database was optimized and maximum savings were achieved, the comprehensive TEM program included Calero-MDSL managed services for invoice receipt, invoice processing, dispute management, and shared liability for inventory accuracy. To keep up with inventory moves, adds, and changes, automated workflows were included to centrally manage all telecom requests moving forward.

## RESULTS

At the time of initial engagement, the city had hoped to achieve as much as a 6% savings. The initial historical audit resulted in **immediate annualized savings of \$665,000**, more than twice that goal.

Clearly, city management had been proven correct. The audit could only reach back six months based on available carrier policies and documentation. Calero-MDSL is now awaiting approval to reach back at least three years which would lead to substantially more refunds.

The Managed Services Calero-MDSL provides for them now generate an average savings of approximately \$50,000 each month, approximately 10% of their annualized spend. Expectations exceeded. Substantial taxpayer money saved.

### Calero-MDSL BY THE NUMBERS

# \$22B+

Annual technology spend under management

# 3,000+

Clients with the largest, most complex global technology environments

# 102

Countries deployed

# 3M

Mobile devices managed from carriers throughout the world

calero  mds1

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