

A technology company was able to stop the guessing game with the help of TrueSense™, an enterprise telecom benchmarking solution

OVERVIEW

JTG is a fictional company that provides professional technology consulting and engineering services to enterprise and mid-market companies worldwide. With more than 30,000 employees across 20 countries, JTG had become concerned that it was not enjoying the best and lowest possible rates for the over \$100M in telecom services they consumed annually. With more than 250 global vendors submitting more than 150 new invoices per month they also saw significantly increasing complexity of reconciling and quality-assuring their billings to avoid unnecessary payments caused by vendor error.

CHALLENGES

As JTG began to research solutions to their telecom service concerns they immediately realized the difficulty in obtaining competitive rate and term information. Who would they ask? Their vendors would assure them they were already enjoying the best possible treatment. Some might offer to provide a small discount to preserve customer satisfaction.

They found that their technology expense management (TEM) provider worked with the same pricing information they had available themselves. They also realized how significant a task it is to survey 250 vendors even if they could be trusted to provide truthful responses. Each region had different requirements and consumed different services based on their operational function and local staff.

To achieve the cost savings they felt would be appropriate to their volume of consumption, they'd need to find another way of benchmarking pricing data from around the world.

SOLUTION

A business associate mentioned to JTG's Chief Financial Officer that they had been working with Calero-MDSL on a similar issue and had no problem obtaining the information they needed to ensure they remained competitive. When she mentioned some of the rates she was paying domestically the JTG team became intrigued and reached out to Calero-MDSL to learn more.

A Calero-MDSL representative explained the solution was TrueSense™, a benchmarking tool that could be used to analyze existing services against global benchmark data and identify opportunities for cost savings.

The representative demonstrated to JTG how easily they could consult TrueSense™ giving it the size, scope, and geographic deployment of their existing telecom estate. The reports showed the rates, terms, and conditions companies similar to theirs in size were enjoying with their vendors. They also showed how easily they could assess the budgetary impacts of adding a new location or service by seamlessly searching for specific products to evaluate prices.

When JTG asked what data sources were used for these calculations, the representative explained that TrueSense™ wasn't simply consuming data. It was gathering experiential insight from Calero-MDSL's global team of telecom experts. While there was no way to tie this data back to specific other companies, all data was categorized by size, industry, geography, and much more.

The representative then showed JTG how simple it was to immediately act on the insights they found on TrueSense™ by forming a quote that could be sent to carriers.

RESULTS

With the help of TrueSense™, JTG saw their telecom billings handled far more quickly, more efficiently, and more accurately through this innovative proprietary automation combined with experience and expertise. Their entire telecom inventory was closely managed and documented in their database. They were protected from paying for services they no longer used, and billings were always compared against their standing agreements to assure accuracy.

JTG saw their excess complexity concerns resolved, and were finally confident they were paying the best possible rates in all the markets they operated within.

When asked how satisfied she was with their results, the CFO smiled broadly and shared that she couldn't be more pleased that she had heeded her friend's advice. Calero-MDSL is now part of their ongoing planning process for operational and profit improvement through the careful and prudent expansion of their ongoing digital transformation.

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

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