

Background

The City of Minneapolis is one of the top 50 large modern cities in the US and is also ranked as a top technology city. In a given week, the City's Telecom Operations typically handles thousands of calls. 911 and 311 operations manage hundreds of calls per day to the various departments best suited for responding to citizen inquiries.

Overseeing the City's Telecom Operations is Business Information Services (BIS). Their mission includes: 1) implementing information technology solutions that meet business needs, and 2) providing cost-effective, efficient and reliable information services.

In 2008, Calero-MDSL's Integrated Telecom Management platform was added, in cooperation with Black Box, when the City looked to upgrade its Call Accounting services and add Wireless Device Management.

Challenges

BIS identified several key improvements necessary for their Telecom Expense Management initiative.

- Update expense management system to be congruent with upgrades in the platform
- Existing vendor upgrade costs, customizations, training, configuration changes and maintenance were viewed as extremely expensive.
- Improve difficult and time-consuming chargeback systems/processes
- Control escalating costs
- Upgrade to include wireless reporting capabilities
- Upgrade to include several custom reports not previously available

Environment

Location

Minneapolis, Minnesota

Industry

Public Sector

Success Stories

Major City's search for a Call Accounting and Wireless Management solution

What We Heard

They have this customer for life philosophy, which is really good. Soon after we met, we realized it was like a breath of fresh air. When it came to the solution, they presented some options that were hard to ignore.

- City of Minneapolis representatives

Solution

A decision was made to add integrated Call Accounting & Wireless Management from Calero-MDSL, including the required customization capabilities the City needed. The specifics of the solution included:

- Update Call Accounting Management to reflect upgrades in platform
- Add Wireless Management
- Integrate into one comprehensive platform.
- Ability to inventory and manage all wireless devices
- Custom reports for 311 transfers to manage efficiency of service
- Custom reports for bill-backs to various city departments
- Investigate areas for potential savings and increased efficiencies.
- Hosted solution – no need for internal IS resources.

Prior to the actual implementation, BIS had done some up front work to learn about and document their organizational structure. We assigned a project manager who took BIS through everything.

Results

One of the more significant results included the ability to predict monthly budgets with greater accuracy and to help with the annual budgeting process. BIS was able to run special reporting on 311 calls and transfers to internal departments. The data is now used to assure proper resources are in place and to improve first call resolution rates.

For wireless, the City receives great rates, so it was more about finding inefficiencies. The carrier rep had reported 90-95% efficiency. At those levels, BIS really didn't see a need to dig much deeper. However, after running the numbers, we discovered their actual efficiency was closer to 75% and made recommendations for closing that gap.

Bottom-line: Despite the City having very low government rates, fairly good existing pool utilization, and a high percentage of data devices, we were able to uncover savings of 13.3% or many thousands per month.

Calero-MDSL: By the Numbers

\$22B+

Annual technology spend under management

3000+

Clients with the largest, most complex global technology environments

100+

Countries deployed

3M+

Mobile devices

Success Stories