GLOBAL FINANCIAL FIRM

> Getting inventory right. Not just capturing **WHAT** it is and **WHERE** it is. But **WHY** it's needed. That's the key to business value.

MANAGED TELECOM ENVIRONMENT

28 Countries

25,000 Circuits

$125M+ Spend

100% Accuracy

$500,000 Saved in six months

WHAT WE HEARD

> "We wanted 99% inventory accuracy. We received 100%. And, I see this weekly in my executive scorecard. My last vendor couldn't provide me a number, let alone allow me self-serve visibility."

EXECUTIVE SUMMARY

A global financial institution had limited visibility into the inventory of their current fixed line services. They struggled to know which services were active, which ones were necessary, and which ones could be canceled when new service went into production. MDSL worked with the organization to define business rules, a mutual method for inventory capture, and maintain 100% inventory compliance going forward.

ABOUT THE COMPANY

A global investment bank and financial services firm headquartered in the United States with 57,000 employees and offices in 41 countries.

CHALLENGES

The networking team wanted and needed inventory to be 99% correct, including circuit validation against known locations. It was not enough to validate the service, it was necessary to understand why the circuit was needed.

Because they were migrating from a TEM provider who had two separate systems, one for expense management and one for inventory, they wanted distinct visibility on the progress of inventory improvement.

Finally, the client was frustrated with the delays between procuring new circuits and shutting off circuits no longer needed, creating added costs and management cycles.

GOALS

The company wanted to save a minimum of $1 million.

They wanted to understand why the service existed, and have a solution that dynamically ensured accurate inventory to enable agility in future transformations and strategic projects.

SOLUTION

MDSL worked with the client to generate a set of over 50 business rules to improve inventory accuracy. These rules roll into a set of metrics that are updated daily in an executive dashboard, providing visibility to progress.

We used a variety of resources to build and reconcile the current inventory, including manual processes to assist answering why the circuits were needed. We generated visuals on traffic and network diagrams.

The client transitioned the provisioning process to the MDSL Managed Services team, leading to standards and best practices integrated into the system, greatly increasing consistency and compliance.

RESULTS

- The client saved $500,000 in the first six months.

- The inventory has maintained 100% compliance against new circuits provisioned.

- Legacy inventory is 95% compliant versus sub 60% when the project began.

MDSL
BY THE NUMBERS

$12B+
Annual technology spend under management

350+
Clients with the largest, most complex global technology environments

98%
Customer retention rate

11
Offices worldwide with 24/7/365 follow the sun support for the world's largest organizations

:mdsl

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