

This innovative multinational has trusted MDSL for over a decade to handle their telecom expense management needs - and never paid a dollar

TELECOM ENVIRONMENT

\$100M+ Spend

58 Countries

44,800+ Devices

79,200+ Invoices

140 Vendors

\$80K - \$120K

Average Monthly Savings

QUOTABLE

“...Not to mention your expectation of accuracy and completeness in all you and your team do. Reason 437 why I find the MDSL crew so refreshing – you all expect accurate and complete work product for each of your areas.”

EXECUTIVE SUMMARY

It's not often that you can ask a company what they're best known for and their answer is "innovation!" This client has been innovating solutions that make buildings smarter not just since the emergence of the Internet of Things. They've been doing it for over 135 years, developing the world's largest selection of building products, technologies, software, and services.

CHALLENGES

With over 105,000 global employees working in more than 2,000 locations the telecom challenges faced in keeping everyone communicating are many.

Their telecom inventory of devices, licenses, circuits, contracts and more undergoes thousands of changes each month.

- Devices are added, moved, changed, upgraded, decommissioned, repaired, lost, or stolen.
- Circuit costs and terms are revised and amended.
- Employees using licenses leave the company and new employees join needing licenses. Even though idle licenses are available, purchasing buys new licenses due to lack of reporting.
- Telecom invoices are paid for services that were long ago abandoned.

Ten years ago, the top priority for this client was on cost control for domestic US telecom expenses. Not long after they added their rest of world locations to their priorities. They sought a solution that would provide consistent reporting and visibility across multiple vendors so they could develop a standard ordering and procurement experience that would improve overall control.

Beyond the lack of good cost controls, the client wanted to be able to predict their needs to support accounts payable allocation decision-making as well as to inform contract renegotiations. For this they needed to be able to flexibly examine their utilization and telecom estate from a variety of different perspectives. The spreadsheets they were currently using to attempt to accomplish all this were proving inadequate, so they sought a good alternative.



SOLUTION

MDSL started by replacing their existing efforts with a comprehensive system allowing them to load their invoices, evaluate, double-check, and pay them. This process also collected the information needed to perform the evaluation and calculations needed to plan allocations and negotiate renewals and new contracts.

Client users go directly into the system to create their own custom reports, knowing they have support to help with report creation should they need it. They also use MDSL's self-certification system to reconfirm and revalidate their data regularly.

RESULTS

The most impressive result is that the client has *never* incurred a dollar of cost from MDSL systems and services in ten years. Taking advantage of our contingency program they have enjoyed substantial savings in healthy excess of the fees they would pay otherwise.

This has been achieved by taking advantage of:

- *Expanded Scope* - A portion of savings growth derives from this client continuing to assign more and more of their global telecom estate to MDSL. With wider scope and also various market changes MDSL continues to find more savings. Processes learned in each new market inform all activities creating a cycle of continuous improvement.
- *Smart Reporting* - Beyond reports to inform allocation decisions and negotiating strategies, this client regularly consults spend reports by department, by project, by user, and more. They can compare month over month, same period last year, and much more. Anomaly reports alert them to sudden spikes in utilization and spend, missing and late invoices. Other reports highlight outliers who are consuming services at unusual rates. This visibility saves thousands in late payment penalties and missed early-pay discount opportunities.

This client appreciates the value they receive from a single centralized database approach to TEM in terms of visibility, reporting, forecasting, and getting in front of potential problems. They are a living example that the more closely a client engages, working together to find new ways of increasing benefit, the more they save in time and money.

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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