MULTINATIONAL FINANCIAL SERVICES COMPANY

> One of the largest global TEM users was able to meet an aggressive implementation timeline and overcome poor incumbent data quality and visibility with help from MDSL

TELECOM ENVIRONMENT

40 Countries

151 Vendors

600 Accounts

128.5K Services Under Management

$145M+ Spend

QUOTABLES

" Clear exepectations for our many global TEM SMEs across multiple OPCOs avoided hundreds of pitfalls we had seen in previous implementations."

" Patience is not our strength and the ability to provide data one day and cleanse the next day is powerful."

" Inventory in MDSL is superior to the incumbent."

OVERVIEW

Headquartered in London, this MDSL client is a multinational investment bank and financial services company that employs 82,000 and operates in over 40 countries. They have a dedicated and well-organized internal team but faced challenges around visibility, control, and quality with their current TEM vendor and were looking to migrate - and quickly.

The organization is large, complex, and has global requirements to track fixed data, voice, and conferencing services as well as global mobility spend and usage. Given the complexity of their environment, they needed a unified platform to manage these requirements as well as a dedicated managed service team to deliver ongoing, value-added services and maximize the benefit of the tool to their internal end users.

CHALLENGES

One of the larger TEM users in the world, they experienced years of limited visibility, minimal control over business processes and inventory, and poor data quality. Most of the work was completed manually outside the platform and delivered ad-hoc and via email in an Excel reporting format. They were not getting the consistent, operational excellence they needed.

They had an aggressive implementation timeline for their expansive global scope, some bespoke regional requirements, and were very focused on improving their inventory management as part of the migration. Goals included:

- More than $1 million in annualized savings
- Automation of their invoicing and inventory lifecycle
- Achieve a full contract inventory including specific SLAs

SOLUTION

This client was drawn to MDSL's flexible, single platform which allowed them the ability to centralize management, gain more clarity into their global environment, and produce superior business intelligence compared to their previous provider.

Using the MDSL implementation methodology, which is designed to manage the risks that come with large, complex implementations such as this one, each stage had specific activities and deliverables included to support an accelerated, successful deployment. Leveraging our experience managing multiple global stakeholders, MDSL also created a strong resource plan prior to contract signature ensuring that there was team alignment throughout the process.

RESULTS

- **Completed one of the industry's largest TEM implementations on budget** and one month early which allowed for a clean, full parallel run to reduce risk and ensure a smooth transition
- Enabled high-velocity business decisions and accountability with configurable, **real-time BI dashboards – replacing dozens of legacy Excel exports** that previously had to be manually parsed together
- **Realized more than $1.13 million in savings (and counting)** across billing errors, historical audit findings, inventory optimizations, and mobility usage plan optimizations

MDSL
BY THE NUMBERS

$12B+
Annual technology spend under management

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

98%
Customer retention rate

9
Offices worldwide with 24/7/365 follow the sun support for the world's largest organizations

:mdsl

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