

MAJOR AIRLINE



MANAGED PAY SUCCESS STORIES

Instead of adapting their workflow to meet more than 150 different vendor requirements, this major airline utilized an MDSL solution to maintain their standard workflow

TELECOM ENVIRONMENT

1455 Locations

151 Vendors

105,000+ Devices

140,00+ Active Users

4,000 Payments/Month

\$6,500,000 Monthly Spend

WHAT WE HEARD

“ We love the single EFT payment. We went from 3,500 payments monthly to eight. AND, it integrates into our standard workflow. ”

EXECUTIVE SUMMARY

An international airline wanted an easier payment process for their various telecom expenses. The amount of time and resources expended was too great for an activity not generating enterprise value. MDSL brought an integrated payment solution reducing the amount of work by a hundred-fold.

ABOUT THE COMPANY

An international airline based in the Midwest United States, serving over 40 countries with more than 4,500 daily flights.

CHALLENGES

The accounting department suffered a shortage of resources necessary to maintain the monthly volume of work. The group issued over 4,000 payments per month, with an average payment of less than \$2,000 per payment. Each payment required logging into one of a 150 different systems to gather information. None of these portals were integrated into the standard company workflow, forcing a number of manual processes.

Additionally, each time there was a misapplied payment or error, which happened hundreds of times per month, someone needed to insert themselves into the detail. What this meant - someone needed to flag the item, investigate the issue and determine where the breakdown occurred. This included reviewing original contracts, identifying miscoded items, locating the dispute process, calling in, enduring long hold times, followed by multiple transfers. This process could last days or weeks, and prohibited employees from accomplishing other tasks, while generating undue frustration.



GOALS

The company wanted three things:

- Simplify the payment scheme. Ideally, the solution integrates into the standard company workflow.
- Reduce the manual efforts and limit the dedicated resources.
- Eliminate the need for expertise on the various portals and reconciliation efforts, including dispute investigation and resolution.

SOLUTION

MDSL introduced our Managed Pay offering to this airline. Managed Pay is a service where MDSL pays all telecom, invoices, ensures accurate payment application, enters the information into each of the various carrier portals, and handles all payment investigations and disputes, bearing the responsibility for late fees and penalties. We customized the service to integrate with the airline's standard workflow.

RESULTS

- The airline, a customer for over 12 years, has consolidated 3,500 monthly payments to just eight payments to MDSL.
- Multiple full-time resources were reallocated to reduce the backlog of payments for other vendors and categories.
- Aged invoices across multiple spend categories shrunk, as did late fees and the threat of service disconnect.

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

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