

Greater business impact and optimization, aligned strategies, improved vendor performance and minimized risk from a sustainable TEM solution

TELECOM ENVIRONMENT

52	Countries
100	Locations
60+	Vendors
15,000	Devices
10,000	Users
€17M+	Spend

QUOTABLE

“We chose MDSL because they successfully demonstrated to us their extensive knowledge of Global telecom providers, contracts and billing. They go the ‘extra mile’ for their customers and the customer is always first.”

- Patrick O'Brien
Head of Telecoms Centre of Excellence

OVERVIEW

Founded in 1933 and Headquartered in Nordborg, Denmark, Danfoss engineers the technologies that enable the world of tomorrow to do more with less. Danfoss meets the growing need for infrastructure, food supply, energy efficiency and climate-friendly solutions.

Danfoss looked to proactively address challenges in managing an increasingly complex and constantly evolving enterprise technology environment. Their business relies heavily on cutting edge mobile device technology to deliver expert services to their clients around the globe. They needed a partner with a deep knowledge of the industry to assist with day-to-day management and keep pace with the market while centralizing visibility to ensure that costs were optimized and managed appropriately.

CHALLENGES

Danfoss had an annual global telecom spend of more than €17 million with limited transparency and control into mobile inventory and spending. As part of their digital journey, they required visibility into all of their increasing number of telecommunication access points to ensure costs didn't spiral out of control.

Danfoss had minimal success with previous TEM providers due to limited expertise and technology capabilities. This time, they demanded a sustainable solution that positioned telecommunications as a strategic asset and bring the following benefits:

- Greater business impact for more aligned strategies
- Improved vendor performance
- Minimized risk
- Control through optimization



SOLUTION

Danfoss selected MDSL as their partner to develop a strategic approach to telecom expense management and achieve four major deliverables on a global scale.

- Usage management
- Expense management
- Operation and strategic procurement
- Global transparency

RESULTS

By centralizing inventory and expense data in a single platform, Danfoss leveraged insights to improve external telecom relationships and cost visibility to the highest levels within the organization. They found a great deal of value in MDSL's optimization expertise (one-time and ongoing) and because of these results, Danfoss were able to create a Telecoms Center of Excellence (CoE) to ensure constant innovation and excellence. Specifically, they were able to achieve:

- Live TEM environments in 50 countries across the globe
- Ongoing optimization savings of more than €2.8 million
- Substantial savings leveraging MDSL sourcing expertise
- Leverage a sustainable solution to create a worldwide center of excellence for technology expense management

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

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