

A series of successes for this software company including a smooth migration, new found confidence and greater visibility to drive increased automation and savings

TELECOM ENVIRONMENT

55 Countries

57 Vendors

67,000 Connections

86,000 Mobile devices

QUOTABLE

“We have had several wins with MDSL and are very glad we made the move.

- Certification was very successful with limited IT support required;
- the transition was successfully completed within expected time lines;
- data visibility through the dashboard has been a much welcomed enhancement;
- and now we have visibility of live savings and actions for fleet managers.”

OVERVIEW

Headquartered in Germany, SAP is the world's largest provider of enterprise application software. They employ more than 93,000 and serve customers in over 180 countries.

They were looking to transition to a new technology expense management (TEM) provider so they could gain traction against their road map. Specifically, their requirements were:

- Everything online
- Enhanced reporting and features
- Seamless transition
- Minimal management from SAP
- Empower users to gain their own actionable intelligence
- Scalable environment to continue growing the number of vendors under management
- Historical data load

CHALLENGES

SAP experienced numerous issues with reporting outputs and validity during their time with the previous vendor. The results had to be collocated manually and needed considerable lead times to be created causing the data to be out of date and all around less actionable through the system.

In addition, SAP had experienced a difficult implementation with their legacy provider and were forced to be the middle man during a transition to a new provider. They had complexities related to volume and time lines were considered crucial. A seamless transition of critical services was required, most notably crosscharging during changeover to not disrupt team budgets.



SOLUTION

SAP decided it was time to make a change for the better and selected MDSL as their new TEM provider. MDSL allowed SAP to trust in the data so they in turn could trust the reporting process, see live results instead of waiting for manual collocation, and enable users to consume the data quickly, give feedback and have a more friendly user experience.

RESULTS

SAP had a number of results that contributed to greater visibility, a new found confidence and continued optimization, including:

- Fleet manager reporting
- Real-time Inventory validation
- IT cost center visibility reporting
- Spend and usage summary insights
- Global C-Suite visibility into communications expense
- Savings analytics and ROI tools
- Ongoing optimization
- Active Service Passive User and self-certification functionality
- Increased automation
- End user email - included pooled allowances

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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