

MULTINATIONAL OIL AND GAS COMPANY



TELECOM AUDIT SERVICES SUCCESS STORIES

This company received industry-leading contracts, renegotiated without spending time educating their staff on telecom-specific terms, or devoting resources to the lengthy process

TELECOM ENVIRONMENT

24 Countries

900+ Locations

70+ Vendors

\$64M+ Spend

WHAT WE HEARD

“We cannot believe how much MDSL saved us. Country and carrier-specific knowledge is more valuable than we thought. Audit shows in the negotiated results.”

EXECUTIVE SUMMARY

A multinational oil and gas company struggled to understand competitive telecom prices by country, service, and vendor. The terminology, rates, and structure varied so greatly that comparisons were nearly impossible. Attempting to learn this was out of the question. The company knew there must be someone out there that does this on a daily basis - and does it well.

ABOUT THE COMPANY

A global \$300 billion plus oil and gas company with 70,000 employees in 21 countries.

CHALLENGES

The IT department was unsure what telecom prices were appropriate by service. The company did not have knowledge of market rates versus leading rates, what terms were normal, advantageous or should be avoided.

Because of the broad and sometimes remote reach with its operations, they struggled to know which group used which services. So many locations have opened and closed, and without time, resources or processes to review the associated services, they were unsure which services were appropriately disconnected, moved, or remained in use.



GOALS

The IT department wanted the best pricing possible for their telecom services, but with predefined constraints on specific vendors to use by country.

They needed confirmation of their actual inventory and validation of services no longer needed or no longer in use.

SOLUTION

MDSL benchmarked contracts across EMEA, APAC, and North America. We identified areas of savings and better terms that could be negotiated. After meeting with the client for approval, we rebid their contracts with a subset of defined vendors and worked those new terms through final signature.

We instituted a formal inventory audit process, executed globally. This process continues in a methodical fashion to ensure services are cataloged and identified, leading to removal of ones no longer needed. We continued to monitor usage over a three-month span to identify any unused services, following up low or no use items with responsive validation.

RESULTS

- MDSL presented \$300,00 in monthly savings from contract recommendations.
- No service is beyond 90 days of use.
- All contracts are at a reduced and competitive market rate.

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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