

State Government looks to centralize and automate processes using MDSL software and managed services to bill back state agencies and operate at zero budget.

## FIXED/MOBILE TELECOM ENVIRONMENT

**\$40M** Fixed/Mobile Telecom Expenditures

**6,700** Cost Centers

**675** Locations

**135** Invoices per Month

**46** Vendors

**250** End Users

## QUOTABLE

“Given the size of expenditure and the complexity of invoices that we manage, having the MDSL TEM platform and services will help us address these issues and keep our costs in check.”

Suzan Tasvibi-Tanha,  
Chief Networking Officer

## OVERVIEW

The State Telecom Department acts as the telecom head for state municipalities and is in charge of validating vendor billing. After validating the billing, it is the State's responsibility to charge those municipalities for the services they consume. As the state began to assume more responsibility for delivering expanded services to state entities, they were unable to use the workflows and manual processes they had in place to supply the demand for telecom services across the state.

Managing more than \$40M in telecom expenses, the State needed a way to centralize their data in order to streamline business processes, drastically increase operational efficiencies, and reduce costs.

## CHALLENGES

### LACK OF AUTOMATION

Manual invoice processing, managing the process from receipt through payment

### NO AUTOMATED SPLIT BILLING

No process in place to properly parse out vendor feeds in order to assign charges to the proper state entities or to retain detailed vendor billing information

### NO VISIBILITY

Coming from a previous provider, four separate systems were used to manage invoices and provide telecom usage detail with no centralized reporting function

### REMEDY INTEGRATION

Needed to automate the process of placing orders with vendors through their existing IT service management system



## SOLUTION

MDSL had a 60-day implementation window in which to migrate the State from their previous TEM provider to the MDSL platform in order to receive and validate invoices, bill and collect payment from each state agency, and remit payment for those invoices to each telecom vendor. In addition, MDSL integrated with the existing Remedy IT Service Management System to automate the process of placing circuit orders and maintaining a valid circuit inventory.

## RESULTS

MDSL provides fixed/mobile telecom management services to the State and enables complete invoice validation, cost accountability across all State agencies, and automated workflows for managing state telecom assets.

The centralization of this telecom expense and inventory data allows the state to push out hundreds of automated reports on a monthly basis, while empowering end users to create ad-hoc reports on-demand for special projects and data analysis.

The automation provided by the MDSL service is supported by the value-add services that MDSL provides in settling billing disputes on the State's behalf, and has resulted in more than **\$4.5M in credits** received.

## MDSL

### BY THE NUMBERS

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# \$12B+

Annual technology spend under management

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# 350+

Clients with the largest, most complex global technology environments

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# 98%

Customer retention rate

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# 11

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