

To save money and empower regional leaders, this consumer goods company, with MDSL's help, developed role-based dashboards and reporting to support automated decisions triggered by specific data

TELECOM ENVIRONMENT

74 Countries

77 Vendors

1,400+ Locations

52K+ Users

67K+ Devices

\$22M+ Spend

WHAT WE HEARD

“We wanted to go beyond standard savings. We wanted to be the gold standard. Utilizing reporting and dashboards in unique and collaborative ways we devised four specific use reports netting us over \$1M in savings in less than 10 months.”

EXECUTIVE SUMMARY

A global consumer goods company wanted to utilize their TEM and Mobility platform to generate savings beyond traditional contract negotiations and spend reduction. Working with MDSL and a cross-functional team, we generated four unique ideas that could be translated into dynamic dashboards built around business rules to generate automatic actions without intervention. A core criterion was the company did not want to generate data for analysis and discussion, but rather build actions with clear rules utilizing data, removing the analysis and endless discussion.

ABOUT THE COMPANY

One of the world's leading suppliers of Personal Care, Food & Refreshment and Home Care products with sales in over 190 countries and reaching 2.5 billion consumers a day.

CHALLENGES

The company identified three areas for improvement.

- 1. Offboarding process.** The employee off-boarding process was lengthy, inefficient, and prone to gaps across the dozens of systems causing long delays in service cancellations.
- 2. Global complexity.** Because of the global presence, the number of individual divisions, and the complexity of creating standards across all, they believed that empowering local leaders to understand and action the data would improve results. Thus, they wanted to drive usage management to their fleet managers who better understood the specific and local challenges
- 3. Constant transformation.** The constant acquisition, divestitures, and technology upgrades and transformations generated fear of shutting off services which resulted in unused and idle services.



GOALS

The company wanted to save money and empower regional leaders to self-serve the data necessary to make decisions.

SOLUTION

MDSL sat down with company business leaders to jointly craft dashboards and automated reporting that would generate the information needed for automated decisions triggered by specific data. The fewest possible, but as many as necessary, separate dashboard formats, customized by role, were developed to provide the insight needed. Including:

- 1) Leavers
 - Users who no longer appear on the HR feed with their respective active circuits or devise which allows you to reassign assets or cancel services.
- 2) Country Fleet Manager Dashboard
 - Spend, usage, allocation and top user information at predetermined regional or LOB which allows management to manage costs and users, while generating a culture of accountability.
- 3) Savings Dashboard
 - Provides real-time savings have been identified, realized or rejected, by country, vendor, time frame, or other custom designations.
- 4) Zero Usage
 - Provides a view of circuits with zero usage during a predetermined time period which allows you to take prompt action to understand, reassign, or cancel service and manage cost.

RESULTS

- The company exceeded their initial \$1M savings goal.
- Provided ownership and accountability at the country owner, which expanded to improved performance for other expenses.
- Contracts and usage has been rightsized for future savings.

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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