

One of the nation's leading health insurance companies significantly reduces fixed telecom spend and improves contract rates with MDSL managed services.

TELECOM ENVIRONMENT

\$60M in Telecom Expenditures

12,897 Cost Centers

2,660 Vendor Accounts

500+ Monthly Invoices

QUOTABLE

“With limited resources, we have been able to rely on MDSL to provide us the type of in-depth visibility we need into our inventory. We now have much better data to help our business units make better decisions and drive impactful results.”

OVERVIEW

A healthcare company engaged MDSL to address challenges in managing their inventory, the invoice lifecycle, expenses approvals, and overall visibility into their telecom environment. They wanted a better understanding of their telecom spend with increased visibility to identify areas for cost savings. Throughout the life of the partnership, the client has utilized MDSL managed services to handle the invoice lifecycle and provide detailed reporting on their telecom inventory and ongoing expenses.

Outside of the project, the company conducted a contract renegotiation with a large vendor which affected almost 1800 lines. In the billing periods that followed the renegotiation, the vendor continually billed an incorrect rate based on the newly established contracts that MDSL would catch on a monthly basis.

Initially, the client didn't realize that they could benefit from having MDSL handle this process and ultimately asked for help. As a result, MDSL was able to consolidate numerous services and identify even more opportunities for savings.

CHALLENGES

ENVIRONMENTAL CHANGES

Highly dynamic inventory environment with new contracts, service charges, and line charges that needed validation.

ESCALATING CONTRACT RATES

Inconsistent and climbing contract rates across various services.

GAINING VISIBILITY AND SPEND TRANSPARENCY

Inventory and expenses not centralized and maintained through numerous users, databases, and ad-hoc spreadsheets.



SOLUTION

During our recurring auditing process, MDSL discovered many instances of incorrect billing on contracted per minute rates. And, in an attempt to correct the issues the vendor mistakenly charged an even higher rate which elevated the dispute significantly.

MDSL also discovered another vendor charging significantly higher rates than the market would dictate. The recommendation to the client leveraged our strong working relationship with a consolidator to secure much more competitive overall pricing and by line savings given the company's volume.

RESULTS

Correcting the billing errors resulted in the client **receiving a credit in excess of \$845,000.**

Our leadership and market expertise provided an opportunity to achieve new pricing. As a result, lines are now receiving more than 43% higher discounts than previously achieved in the Bellsouth territory, including a significant impact with Pac Bell/SBC territory.

In addition, intrastate billing errors (in all 50 states) were uncovered and corrected. MDSL was also able to move forward with a **\$22,000 per month savings** proposal.

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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