FORTUNE 50 HIGH-TECH COMPANY

Centralized call accounting to analyze usage, create visibility, and decrease telecom expenses across a global technology organization.

TELECOM ENVIRONMENT

20M Call Records per Month

250,000 Active Extensions

500 Switches

39,000 Cost Centers

QUOTABLE

" We believe MDSL is positioned to meet the growing demands of our organization and is very responsive to our rapidly changing environment."

" With MDSL, we produced unique reporting to flag improper conference bridge usage, saving more than $6M per year."

" We chose MDSL because of the people, and their product and dedication to research and development."

OVERVIEW

A Fortune 50 high-tech company needed an effective call accounting solution to track telecom usage and allocate costs for their worldwide telecom services. With telecom volumes exceeding more than 20 million call records monthly, the company's basic call accounting system required large amounts of costly custom programming and wasn't able to scale as operations expanded worldwide.

CHALLENGES

The call accounting process suffered from the following issues:

- Labor intensive and manual, requiring multiple personnel to effectively manage usage and cost allocation

- Could not scale as operations expanded worldwide

- Custom programming required to deal with increasing call volumes and cost centers

- No centralized view of usage for fixed and wireless services, equipment, and IP data across multiple locations

These issues resulted in the following problems:

- Inability to effectively expand telecom service operation worldwide

- Lack of visibility into high-cost usage

- Excessive personnel time dedicated to managing telecom usage and cost allocation instead of value added management of telecom expenditure and operational needs

SOLUTION

After considering several vendors, the Fortune 50 high-tech company selected MDSL to manage their worldwide call accounting by implementing a global initiative to educate users on their behavior and reduce overall consumption of fixed and mobile telecom services.

RESULTS

- Produced unique reporting to flag improper conference bridge usage, saving more than **$6M per year**.

- Reallocated FTE's by outsourcing usage and cost allocation management to MDSL

- Established globally consistent telecom policies to drive down internal consumption

- Centralized usage management for fixed and mobile services, equipment, and IP data across worldwide locations

- Produce monthly consumption reporting for more than 250K users providing visibility and proper use education

MDSL
BY THE NUMBERS

$12B+
Annual technology spend under management

350+
Clients with the largest, most complex global technology environments

98%
Customer retention rate

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Offices worldwide with 24/7/365 follow the sun support for the world's largest organizations

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