

Leading cloud-based HR solutions provider needed to expedite implementation and centralize the management of their recurring technology expenses.

TECH ENVIRONMENT

\$25M in Telecom Expenditures

115 Monthly Invoices

95 Vendor Accounts

22K Employees

QUOTABLES

“We are very pleased with the way the team came together and was able to clear a path that delivered our project within the 90 day window.”

- Eric Schroeder, VP of Information Technology

“We would not have got here without the MDSL team and want to recognize their efforts in helping us achieve a successful go-live.”

- Rob Kordek, Director of Network Architecture

OVERVIEW

Following the acquisition by private equity funds affiliated with Blackstone of the technology-enabled benefits outsourcing business of Aon plc, Alight Solutions was on their own when it came to managing their technology expenses. In a short period of time, they had to decide to either continue with Aon's incumbent provider in their own environment, or embark on an RFP process to select the provider that best fit their needs.

Since they weren't satisfied with the capabilities and service they were receiving as part of Aon, Alight chose to go to RFP for a technology expense management (TEM) solution and see what was available in the marketplace. Implementation methodology and timing played an important part in their decision making process.

CHALLENGES

ORGANIZATIONAL MOVEMENT

The M&A activity placed an emphasis on properly separating inventory and putting in place their own operational go-forward process.

ACCELERATED TIMELINE

A hard cutoff date from their previous company required Alight to get up and running quickly in order to continue the ongoing management of their environment.

INVENTORY ACCURACY

Alight did not believe that the current TEM provider had an accurate inventory and was looking for an environment that can be centrally managed moving forward.

OPERATIONAL EFFICIENCIES

The team was doing their best to maintain the environment, but ran into obstacles in having to go through intermediaries to gain access to their data.



SOLUTION

After considering several vendors, Alight Solutions selected MDSL to implement a single, centralized application to house their telecom inventory and proactively manage their recurring telecom expenses. Alight also elected to engage MDSL for their best-in-class managed service offering to help offload the menial tasks of managing the invoice lifecycle. In addition, there were multiple interfaces - including HR, AP, and SSO - as part of the project.

RESULTS

- A speedy implementation was achieved and Alight hit their goal of a 90 day go-live for the project.
- A centralized database to house more than 10,000 inventory items and a process to maintain the inventory moving forward.
- Increased prioritization of business -critical tasks for the internal Alight team and an MDSL managed services team responsible for the day-to-day management of the invoice lifecycle.
- Increased visibility through configurable dashboards, providing enhanced business intelligence and analytics.

MDSL

BY THE NUMBERS

\$12B+

Annual technology spend under management

350+

Clients with the largest, most complex global technology environments

98%

Customer retention rate

9

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