

MAJOR MEDIA ORGANIZATION



SUCCESS STORIES

Influential financial media organization streamlines quote processes and centralizes communication to increase efficiencies, speed completion times, and reduce costs.

TELECOM ENVIRONMENT

1,052 Telecom Accounts

23,000 Circuit Inventory
from 180 Carriers in
Over 50 Languages

\$20M in Monthly Telecom
Expenditure

QUOTABLE

“By centralizing this process, we are able to increase efficiencies to a level we didn’t think was possible.”

“We are able to procure new telecom services with fewer headaches and faster install times.”

“The Quote Management feature of the MDSL Solution allows us to create visibility we never had and realize maximum savings.”

OVERVIEW

A long-time customer wanted the ability to centralize their procurement processes by concurrently requesting quotes for telecom services from multiple vendors. Working closely with this major media organization, MDSL developed a product that allowed them to request multiple bids and obtain the right product at the best price and delivery.

CHALLENGES

This global organization struggled to track and maintain quotes with manual email processes to multiple vendors all over the world. They experienced the following:

INEFFICIENT USE OF RESOURCES

With a number of people handling procurement duties for the organization’s telecom accounts across the globe, they were limited in their ability to perform other duties.

MANUAL PROCUREMENT PROCESSES

Sending numerous quote requests through separate avenues added to the complexity of tracking the procurement status for new or existing products.

COMMUNICATION CONFUSION

Tracking when vendor quotes are due, when they are ready for review, and back-and-forth communication with the vendors was difficult to manage.

VISIBILITY INTO PROCUREMENT ACTIVITIES

Manual tracking through spreadsheets and ad-hoc databases did not allow for visibility across the organization into which quotes were active or closed, and how costs were reduced by going out to bid.



SOLUTION

Working closely to understand the customer's needs, MDSL crafted a solution that was fully integrated on the MDSL platform in order to scale the application to meet global requirements.

RESULTS

- Gained the ability to manage a large number of quotes for telecom services, and drastically reduce the strain on internal resources by simplifying and consolidating the procurement workflow
- With quote information stored in a central solution, users can easily compare and contrast rates, delivery timeframes, terms and conditions, and make smarter decisions for their organization
- Complete integration with the MDSL platform meant immediate inventory updates, expense management, and forward looking cost forecasting
- The ability to compile data in a format that clearly communicates what actions to take allows fewer resources to obtain better services in less time, while reducing telecom costs

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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