STATE GOVERNMENT

State government streamlines workflow and automates complex processes to increase efficiencies, increase visibility, and reduce costs.

TELECOM ENVIRONMENT

$20M in Telecom Expenditure

40,000 Extensions

8 Vendor Feeds

6 Integration Points

QUOTABLE

" We recognized our entire ROI before we ever hit production."

" As we continued to expand our operating environment and services offered to other state-wide municipalities, it became abundantly clear that we needed to bring all the data into one consolidated area. MDSL's solution has given us the view and visibility we lacked. "

OVERVIEW

The State's Telecom Department acts as the telecom head for state municipalities and is in charge of validating vendor billing. After validating the billing, it is the State's responsibility to charge those municipalities for the services they consume.

As the state began to assume more responsibility for delivering expanded services to state entities, they were unable to use manual processes to accommodate the increasing demand for telecom services across the State. Managing more than $20M in annual telecom expenses, they needed a way to centralize their data in order to streamline business processes, drastically increase operational efficiencies, and reduce costs.

CHALLENGES

LACK OF AUTOMATION
No process to automate invoice management from receipt through payment

MANUAL BILL AUDITING
No automated mechanism to thoroughly audit telecom billing and properly charge state entities for the telecom services consumed

AUTOMATED SPLIT BILLING
Needed to properly parse out vendor feeds in order to assign charges to the proper state entities or to retain detailed vendor billing information

MULTIPLE DATA INTEGRATION POINTS
Data collection for billing, inventory, and expenses was housed in six disparate systems

NO VISIBILITY
Data assembly was cumbersome for daily, weekly, monthly, and annual reporting tasks

SOLUTION

After considering several vendors, the state selected the MDSL platform to manage their expense management and call accounting needs for it's fully integrated platform and longstanding industry expertise.

RESULTS

- Realized full ROI from inventory validation and process improvements during the course of implementation

- Gained the ability to process all data from disparate systems in a central solution

- Leveraged the use of electronic vendor media to streamline the receipt, validation, approval, payment and reporting processes

- Provided an automated comparison and validation process of vendor bills vs. customer billing

- Have the ability to split invoices across accounting periods (through automation) to satisfy the State's accounting rules

- Provided network traffic reporting including latency, jitter, and MOS scores throughout their Cisco Call Manager environment

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

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