LARGE TECHNOLOGY COMPANY

:mdsl

Global software and services company utilizes MDSL application to bring visibility to unified communications usage and identify cost savings opportunities.

ABOUT THE COMPANY

$5B In Annual Revenue

13,000 Global Employees

130 Countries

4 Vendors

210K Conference Minutes Used per Month

$80K Per Month in Savings

QUOTABLE

" We were able to justify the move to a unified communications solution because of the visibility, reporting and cost savings metrics that MDSL's application provides."

VP Corporate Systems

OVERVIEW

MDSL's client launched a project to find opportunities for telephony cost savings while simplifying the way their end users communicated. With more than 13,000 employees in 130 countries, the client learned implementing a unified communications (UC) solution would achieve cost savings objectives, as well as, enhance connectivity of their employees with the advanced technology.

The chosen solution, Skype for Business (formerly Microsoft Lync), was implemented organization wide. While users were not forced to use the new UC solution, and could still opt for a traditional Avaya desktop handset, MDSL was selected to analyze usage and traffic in order to provide visibility of on-net expense savings to management on an ongoing basis. In addition, this client chose to bring their conferencing services in-house and decided to leverage MDSL's extensive reporting capabilities to consolidate UC usage information.

CHALLENGES

LACK OF VISIBILITY
Adoption of the Skype for Business solution needed to be tracked alongside new conference service usage.

CALL ROUTING
Users that opted to stay on the Avaya system needed to have their traffic optimized to use On Net routes to minimize costs.

INSUFFICIENT REPORTING
Skype for Business provided some elementary reporting options, but not to the level of detail needed to analyze usage and provide cost savings metrics.

SOLUTION

Drawing on their in depth usage analysis and traffic reporting expertise, MDSL implemented their Call Accounting module for this client to process usage detail from their Avaya network, their newly implemented Skype for Business service, and their in-house conferencing services.

MDSL collects and processes call detail records (CDRs) for the client through a managed service agreement and provides other value-add services to support the client team efforts to produce executive savings reports, as well as, ad-hoc manager requests.

RESULTS

MDSL has provided usage management services to this client, enabling visibility across their telephony network like never before. As a result, they have been able to move the majority of their traffic On Net **reducing telephony expenses by more than $80K per month** ($960K per year) while ensuring greater connectivity to all users globally. Including hardware expenses for Skype for Business with MDSL implementation and services fees, this large tech company experienced a **full ROI in just 5.3 months!**

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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