



Augment your internal team with expert resources that deliver continuous improvement to your market data management practice.

**Trust your data without needing to manage it.**

Your internal resources provide the most value to your organization when they empower your user base with the latest technology resources and provide a competitive advantage. What if you could reallocate your internal team to enable users better, research and implement the newest data platforms and employ a problem-solving approach to managing market data? With Calero-MDSL's MDM Managed Services, you can.

**Automation Efficiency**

We alleviate your internal resource issues and provide automation and efficiency where you need it most. We become an extension of your team and implement industry best practices that ensure your environment is managed:

- Advanced contract management techniques, including metadata tracking
- Invoice management from receipt through payment, including audit reconciliation, cost allocation and payment
- Pre-configured sourcing and procurement
- workflows for increased efficiencies
- Enhanced visibility through reliable reporting and business intelligence
- Advanced problem solving around common management issues within market data management

**A Reliable Partner**

Our managed services teams have extensive experience in the FinTech industry, deep vendor relationships, and recommend best practices to benefit your business. And, the sun never sets on Calero-MDSL. We are always here when you need us with offices on three continents that provide support at every hour of the day. With reliable resources and proven processes, we deliver on agreed upon SLAs and provide visibility that your environment is performing efficiently.

**Calero-MDSL  
MDM Managed  
Services**

# Case Study

# About Calero-MDSL

Calero-MDSL was approached by a multinational investment bank and financial services organization to augment its internal team. Their current MSP, based in a low-cost market abroad, repeatedly failed to meet service delivery agreements. They needed a trusted partner. Calero-MDSL's market-leading expertise and innovative software solutions allowed the client to realize unparalleled value and greater visibility.

## Problems

- Offshore management team provided unreliable service delivery
- Lack of automation with key internal systems across finance and HR
- Struggled with managing market data contracts and identifying renewals
- Aged invoice backlog due to lack of process around invoice management

## Solutions

- Inventory clean up and validation
- Configurable dashboard reporting
- Automation of HR, vendor file and system file uploads for clean data views
- Integration with Coupa AP platform for fast, timely invoice processing
- Dedicated industry experts from Calero-MDSL assigned to the account

## Outcomes

- SLA improvement in excess of 25% across key functions, exceeding contractual obligations
- Real-time dashboards implemented creating visibility across business-critical functions
- Identification of invoice billing errors for cost recovery, savings and eliminated invoice backlog

We challenge convention and exceed expectations by delivering superior solutions with integrity and personal service that is lacking from our competition. Our solutions are designed to provide clarity, control, compliance and cost savings across your global technology estate. Whether you're considering a relationship with us as a customer, a partner, or a member of our team, we invite you to get to know us and our passion for this industry.

# 3000+

## CLIENTS

Clients with the largest, most complex global technology needs across all industry verticals.

# 100+

## COUNTRIES DEPLOYED

Calero-MDSL serves a global client base with offices across three continents for in-country support.

# \$22B+

## SPEND UNDER MANAGEMENT

Enterprises trust Calero-MDSL to manage over \$22 billion in global technology spend.

# 1M+

## MARKET DATA ACCESSES

And growing. Calero-MDSL's MDM offerings cover market data management around the world