

Background

Carnegie Mellon is a private, internationally ranked research university with programs in areas ranging from science, technology and business, to public policy, the humanities and the arts.

In 1900, industrialist Andrew Carnegie founded Carnegie Mellon University, a world-renowned research university located in Pittsburgh, Pennsylvania. In addition to diverse research, Carnegie Mellon University is also recognized for its world-class computer science program and business school. In an effort to foster international relations, Carnegie Mellon has established a campus in the Persian Gulf nation of Qatar. Carnegie Mellon Telecommunications provides students, faculty and staff with a full range of basic and advanced telecommunications services including telephone service, voicemail and cable television.

Challenges

The Telecommunications Department generates student and faculty/staff bills on a monthly basis. Previously, two to three days were required to transfer over 900 directories to an alternate server, via File Transfer Protocol (FTP). An additional two to three days were required to actually generate and feed the billing information into the Carnegie Mellon's accounting system. They were looking for a vendor to help them more efficiently and accurately generate bills.

Environment

5,000 Staff and Faculty 13,200 Students

Founded

1900

What We Heard

Researching billing problems is so much easier using Calero-MDSL, especially with the extensive detail available in the invoice reports on the departmental web portal.

- Bill Whigham, Customer Service Leader,
Telecommunications Department, Carnegie Mellon

Success Stories

Making it easy for the Carnegie Mellon Telecom team to identify billing errors and eliminate old and inaccurate data

Solution

Calero-MDSL has enabled Carnegie Mellon's Telecommunications Department to streamline billing and account feed processes, allowing it to generate bills in one day by simply selecting the billing cycle. Calero-MDSL provided the Telecommunications Department with a customized accounting feed that now allows the process to be completed in approximately 30 minutes. Calero-MDSL's accounting structure also utilizes account rollovers. In the past, user accounts would routinely expire and billing data would still be fed to the account, resulting in lost revenue. Accounts are now configured with an expiration date and an assigned rollover account. Reports are run mid-month to determine which accounts will expire, and the appropriate personnel are notified so that changes can be made accordingly. Prior to using Calero-MDSL, about \$500 to \$600 was lost monthly due to expired accounts. They were able to decrease that loss to less than \$100 per month.

Results

With the Calero-MDSL solution, billing reports are easily navigated, making it easy for the Carnegie Mellon team to identify billing errors and eliminate old and inaccurate data. The Telecommunications Department has now identified Monthly Recurring Charges (MRCs) that had never been billed prior to Calero-MDSL's implementation. Not only is bill generation more accurate, but web distribution capabilities have eliminated distribution delays.

In the future, Carnegie Mellon would like to further develop its Calero-MDSL suite of management tools and implement the Inventory Manager and the Department Portal in order to automate the inventory management and implement a work order approval process.

Success Stories

Calero-MDSL: By the Numbers

\$22B+

Annual technology spend under management

3000+

Clients with the largest, most complex global technology environments

100+

Countries deployed

3M+

Mobile devices