

Success Stories

Calero-MDSL delivers the
payback for global financial
powerhouse MoneyGram

Background

Headquartered in Dallas, Texas, MoneyGram International Inc. is a global provider of innovative money transfer and payment services and is recognized worldwide as a financial connection to friends and family. Its two core businesses are global funds transfers and financial paper products. It is the second largest provider of money transfers in the world, operating in more than 200 countries with a global network of more than 357,000 agent offices. MoneyGram is a publicly traded company.

Challenges

Many of MoneyGram's operations rely on telephone communication. Until 2012, MoneyGram's IT department was responsible for receiving and processing individual paper invoices from 25 different telecom vendors.

MoneyGram's Roger Dean, director, commercial office – information technology, recalled his experience prior to using Calero, "Some vendors submitted one invoice a month, others would produce 20, and another regularly presented us with 80. It had been like this for many years and administering everything was a very arduous exercise requiring specialized knowledge of each vendor and their services. There was no single MoneyGram employee with all of the expertise to handle everything. Instead, responsibility for processing was spread across multiple people located in several offices."

He elaborated, "Every invoice was different and we had very limited capability to track variations from one month to the next. Our data lived on unlinked spreadsheets so obtaining an account history was time consuming which also made it difficult to determine if there were any discrepancies in bills. Without empirical, historical data, we had very low negotiating power when it came to rate reviews, and relied too heavily on our vendors to report accurately on how much we were spending for a particular service."

Technology Environment

Industry	Primary Business	
Financial Services	Global Money Transfer	
200+	357K	\$1.45B
Countries	Agent Locations	Annual Revenue

What We Heard

Having everything consolidated into a single database is a tremendous benefit for MoneyGram.

- Roger Dean, director, commercial office – information technology, MoneyGram International

Solution

Dean issued a request for proposal for a more efficient, informative solution. He noted, "One of the interesting things that we sensed during the RFP review process was that the really big expense management players tended to deal with annual telecom expenses much larger than ours, which gave us cause for concern that we might not get the attention that we felt we needed to be successful. Calero appeared to be different, we received – and still receive – very fast response to our inquiries, up and down the food chain, and there's a lot to be said for that level of attention."

The initial setup phase is critical in creating a robust and scalable foundation for any implementation. With decades of experience to draw on, Calero's technical team utilized a highly structured process to ensure the MoneyGram project was delivered on time and within budget.

- Automated AP transfer
- Strategic procurement
- Usage Management and Expertise

Results

Since going live, MoneyGram has added more telecom vendors to its infrastructure. "Despite the increase, there's no additional burden because Calero Expense Management makes it very easy to pay invoices and keep a detailed history," noted Dean.

Without detailed before/after comparisons, quantifying an exact return on investment can sometimes be challenging, but Dean concluded, "The savings that we've already identified more than outweigh what we spent on the Calero Expense Management solution."

Dean and his team enjoy feeling well-equipped with facts for dealing with the major telecom vendors. He said, "To know exactly what we're spending and where we're spending it is really empowering. The ability that Calero has given us to easily show vendors how effectively we're managing our expenditures has changed the whole dialog with them. We now feel like we're back in control."

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

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