

BUSINESS INTELLIGENCE AND REPORTING Success Stories

Telecom Expense Management
delivers significant savings for
Scottish Government

Background

One of the world's leading suppliers of Personal Care, Food & Refreshment and Home Care products with sales in over 190 countries and reaching 2.5 billion consumers a day.

The Scottish Government was established in 1999 and is responsible for most of the day-to-day issues affecting the people of Scotland, including health, education, justice, rural affairs, and transport. The infrastructure supports 13,000 users including telephony services.

Challenges

As far as the management of their telecom estate was concerned, the Scottish Government had a call logging and recharging service in place, but did not use a Telecom Expense Management (TEM) solution. Keeping track of its inventory of assets, billing and usage was becoming unmanageable. There was no effective visibility of phones and services which meant that billing errors made by the carrier were being missed. Overall, there was a lack of comprehensive control of the estate.

At the same time, they were undergoing a migration from ISDN to a SIP solution and there was a need to track progress and ensure the migration of services would be deployed effectively. The Calero-MDSL team was brought in to address these challenges with their Microsoft Azure cloud based TEM solution.

Technology Environment

13K+

Users

130

Locations

20%

Savings of annual spend on ceased services still billing

What We Heard

Calero-MDSL has worked with the Scottish Government to help shine a light on our legacy telephony and network services, bringing our costs under control and identifying other areas where we can anticipate further savings.

- Graham Mitchell, Head of Technical Architecture,
The Scottish Government

Solution

First, the Calero-MDSL team created a detailed inventory of the estate across multiple network providers, and a subsequent deep-dive analysis was able to identify areas where savings could be made.

Thanks to the transparency and fine detail provided by the Calero-MDSL TEM solution, it was possible to:

- Identify historical billing errors, ceased lines still billing, and redundant lines that could be ceased
- Reprice services, based on actual usage
- Improve telecom asset management and tracking

Results

The 12-month project delivered impressive results:

- Created and maintained an accurate inventory of the entire estate
- Provided invoice validation and highlighting of disputes
- Provided rationalization and optimization opportunities
- Created clear reporting and spend monitoring, and
- Enabled the creation of budgets and forecasting across the entire estate.

Savings of up to £450,000 were identified, which were split into 2 areas:

- 1) Savings and rebates on existing services, including:
 - 20% saving of annual spend on ceased services still billing.
- 2) Opportunities for future savings and cost reductions included:
 - 21% of annual spend on zero usage devices that could be ceased.

In addition, the migration project from ISDN to SIP platform was tracked successfully – no lines were left behind.

Next Steps

After Calero-MDSL's success in this TEM programme, Scottish Government have renewed their TEM contract with the additional provision of Call Logging to replace the previous solution. This now allows them to identify which organisations within the Scottish Government are making calls, and enable charge back and fiscal efficiency.

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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