

# Success Stories

Calero-MDSL harnesses Technology Expense Management to deliver enterprise-wide visibility and hundreds of thousands of dollars in cost savings for Valmont Industries

## Background

“Calero-MDSL is providing true technology expense management for communications: From procurement and payment through to service disconnection,” declared Glenn Leatherwood, manager of information technology for Valmont Industries.

Valmont trades on the NYSE and is a leading manufacturer of products and services for the infrastructure and agricultural markets, offering a highly diverse range of items such as roadway lighting, utility poles, and irrigation systems. The company has more than 80 facilities spread across six continents, and does business in nearly 30 different countries.

Empowering Valmont’s almost 10,000 employees across this massive geography requires an equally substantial tele- and data-communications infrastructure. Optimizing the company’s million-dollar annual telco-related budget requires experience, expertise and world-class tools.

## Challenges

As a sizable line item on Valmont’s books, it is imperative to ensure that telecom billings are accurate, and the company’s assets are being appropriately administered. The absence of accurate, up-to-date information made it challenging to optimally manage the environment, including an inability to contest, or even validate invoices from carriers.

In a company of Valmont’s size, hiring and attrition are everyday occurrences, with each transaction invariably involving the provisioning, moving, or decommissioning of phone equipment. Trying to keep in step with changes in the highly dynamic labor pool without real-time feeds was an almost futile pursuit, resulting in inventory and billing discrepancies that were costing the company a significant amount of money.

With finite resources available to manage the company’s communication technologies and carrier services, the ability to respond quickly and effectively was heavily dependent on workload. Having the team constantly fully loaded also curtailed its capacity to scale and explore new ways of working more efficiently.

## Solution

As a long-time advocate of Calero-MDSL, Leatherwood was enthusiastic to migrate to the company’s technology expense management solution. “The transition was really straightforward, and all of our historical data came over without issue,” he recalled. “We got real-time feeds and a mountain of great reports right out of the box: it really is a ‘Next Gen’ reporting platform. For me, the Calero-MDSL platform is telecom management 2.0 – it truly does manage the end-to-end lifecycle of telephony at Valmont.”

## Technology Environment

40  
Carriers

28  
Countries

50%  
Annual Savings From  
5 Years Ago

## What We Heard

By using Calero-MDSL we’ve been able to slash our telco expenses by 50% compared to five years ago.

– Glenn Leatherwood, Manager of Information Technology,  
Valmont Industries

## Results

“By using Calero-MDSL we’ve been able to slash our telco expenses by 50% compared to five years ago: Equivalent to half a million dollars in annual savings,” shared Leatherwood.

An earlier migration from TDM to SIP was funded by the money saved from carrier consolidations and in turn, this has been applied to additional efficiency and cost-savings initiatives. Leatherwood confirmed, “Things just snowballed: we are able to achieve more and more cost reductions and invest that money in new projects. I’m working with Calero-MDSL on the UCaaS cloud interface, and we expect to reduce our current expenses by another third.”

“Knowledge is power,” stated Leatherwood. “Calero-MDSL enables me to see exactly what is going on in my environment without having to rely on data from the carriers. The visibility we now have across our entire inventory is accurate and up-to-date, and, because we import data directly from our phone systems into Calero-MDSL, there is a bidirectional reconciliation of consumption versus purchase. This gives us a true affirmation that we only pay for what we actually use.”

The ability of Calero-MDSL to closely integrate with other key systems has dramatically improved the team’s responsiveness. Being able to access HR data delivers a very dynamic view into employee-related information, such as who has a mobile phone. If a termination occurs, the system flags that the phone needs to be reclaimed. “The solution gives us higher precision and we can do things much faster,” noted Leatherwood.

Calero-MDSL also has facilitated Valmont’s ability to scale. Over the past few years – without increasing staffing levels – the number of telco vendors has tripled, and invoices are being processed for quadruple the number of countries. Leatherwood commented, “Before implementing CaleroMDSL, we absolutely could not have handled these volumes with the current headcount.”

The Calero-MDSL solution brings together a comprehensive set of functions under a single pane of glass. “Not only do I have just one place to go for the data, but I also have discrete security controls to govern people’s rights to access that data. I can quickly prove to an auditor that we have separation of duties and only a specific group of individuals can see potentially sensitive information,” Leatherwood described. “Without the unified view I get with Calero-MDSL, I’d have to manually access multiple individual portals: I would have to dedicate people just to manage data access rights.”

Leatherwood concluded, “Calero-MDSL is a true partner in every sense of the word. We find it very easy to measure the value of Calero-MDSL relative to annual cost reductions, interception of errant billing, and real-time management of services. Yes, it more than justifies the investment!”

## 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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