

CASE STUDY

SCALING MOBILITY AUTOMATION FOR A FORTUNE 100 AEROSPACE AND DEFENSE COMPANY

Eliminated manual fulfillment,
unified mobility data, and achieved
over \$1M in annual savings through
Sakon's Mobile Services Solutions.



AT A GLANCE

Category: **Mobility Management**

Spend Managed:

\$30M+

Devices:

80K

Vendors:

10

Error Rate:

<1%

Integration:

ServiceNow

KEY METRICS

Eliminated manual fulfillment, unified mobility data, and achieved over \$1M in annual savings through Sakon's Mobile Services Solutions.

CHALLENGES

- Fragmented mobility processes relying on swivel-chair fulfillment, causing delays and inconsistencies.
- Complex allocation requirements for government accounting compliance.
- Manual invoice handling leading to chronic payment delays and financial inaccuracies.

SOLUTIONS

- Seamless integration between Sakon and the enterprise's existing ServiceNow platform.
- Automated HRIS data synchronization across all business units to centralize reporting.
- Implemented automated project code tracking and allocation logic for compliance and repeatability.

BENEFITS



BENEFIT 1

\$2.5M monthly mobility expenses processed with <1% error rate in the first month.

BENEFIT 3

Over \$1M in verified savings within the first year.

BENEFIT 2

Legacy unpaid invoices were recovered & reconciled, with ongoing allocations completed accurately and on time.

MOBILITY SERVICES

Sakon's Mobile Services Solutions unify carrier data, HRIS feeds, and mobility workflows into a single intelligent platform enabling real-time financial automation, improved visibility, and scalable governance across the enterprise.

KEY SAKON DIFFERENTIATORS

- 20 years of telecom management expertise.
- Industry-best SLAs for mobility expense and invoice accuracy.
- Proven global scalability and certified ServiceNow integration.
- Most ServiceNow Scoped App Implementations in the industry.