



## Mobility Case Study

### Client Profile

- **Client:** Global Beverage Company
- **Industry:** Beverage Manufacturing
- **# of Devices:** 10,483
- **# of Locations:** 30

### SaaS Applications

- Mobility and IoT
- Mobile Device-as-a-Service
- Sourcing
- Expense Management

### Managed Services

- Device and Services Inventory Build and Management
- Sourcing: Staging & Kitting, Device Deployment
- Invoice Lifecycle Management
- Contracts Management
- Plan and Pool Optimization Recommendations
- Reporting and Compliance Insights

### About Sakon

Headquartered in Concord, Massachusetts, U.S., privately owned Sakon has 500 employees, including a global delivery center in Pune, India. It provides control and insight for enterprise communications ecosystems through a SaaS-based platform, services and a self-service mobile app. Sakon manages global communications inventory (wireline, network, wireless, IoT, SaaS), usage and cost optimization, sourcing, and supports network transformation. Its MDaaS and BYOD solutions enable enterprises to transition away from device ownership. The platform is composed of six applications (mobility and IoT, network services, cloud application management, expense management, sourcing, and transformation management) to automate processes and deliver efficiencies.

### Sakon

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# Global Beverage Manufacturer's MDaaS Solution Drives Sales Growth and Productivity with an All-Inclusive Device Upgrade and Break/Fix Program

## The Customer's Situation

A global beverage manufacturer with 30 facilities struggles to source their preferred iPhone model and incurs high repair costs from an aging device fleet. They require lower break/fix incidents and costs, more responsive field support for break/fix service, increased productivity among delivery drivers and sales teams, and also require 3000 smartphone upgrades in 10 months, all while adhering to a significant expense cost-cutting initiative.

## Business Impact

- Too much time is spent by the IT group policing the break/fix vendor, who is inundated by a high volume of service tickets.
- Because the required POS software won't run on older device hardware, delivery drivers and sales staff cannot properly execute and support in-store promotions. This prevents sales growth.
- Budget and cost overruns work against a company-wide cost-cutting initiative and cause undue stress on the mobility admins.

## Solution: *Mobility Managed Services with MDaaS*

Sakon's **Mobility and IoT** application includes traditional management of corporate-liable lines together with broader "hybrid-environment" capabilities supporting BYOD, stipend payments, device sourcing, mobile device-as-a-service (MDaaS), procure & deploy, staging & kitting, digital workspace, governance & compliance, services orchestration and end user & lifecycle management, delivered via the Sakon Platform.

## Results

- Sakon resolved multiple productivity challenges with the smooth rollout of the newer mobile fleet using Mobile Device as a Service. We helped source financing and devices and kitted 3000 devices over 10 months.
- This client asked for suggestions, and we introduced them to a new break/fix vendor who is a trusted partner. This change produced an immediate improvement in how break/fix cases are managed.
- Sales and delivery drivers have little to no downtime at all, and all in-store promotions are running smoothly due to the new devices pre-loaded with the correct POS software.
- Cost-cutting has resumed, as the de-coupling of devices from the carrier service plans produced an additional \$1.27 million USD annual savings due to ongoing lower service plan costs.