CASE STUDY

# TRANSFORMING MOBILITY FOR A GLOBAL FOOD AND BEVERAGE LEADER

Unified mobility operations, automated lifecycle management, and achieved over $1M in annual savings through Sakon's Mobile Services Solutions.

# AT A GLANCE

Industry:
**Global Food and Beverage**

Scope:
**26,000+ Devices across Multiple Operating Companies**

Annual Spend Managed:
**$25M+**

Savings Realized
**$1M+ in first year**

Platforms Integrated:
**ServiceNow,HRIS, & carrier systems**

Solution Type:
**Sakon Mobile Services Solutions**

> " By centralizing mobility management through Sakon's Mobile Services Solutions, the company unlocked over $1M in annual savings while improving global visibility and service delivery.

# CHALLENGES

- Service Gaps: Poor service delivery resulted in inefficiencies and unsatisfactory user experiences.
- Manual Lifecycle Management: Device deployments, upgrades, and returns were managed internally, causing fragmented processes.
- Decentralized Data: Mobility-related data was scattered across systems with limited visibility into inventory and spend.
- Complex Mergers and Divestitures: Large-scale corporate restructuring created significant operational strain.

# SOLUTIONS

- One Unified Platform: Consolidated mobility data, processes, and services into a single system for improved transparency and efficiency.
- ServiceNow API Integration: Connected mobility data with existing enterprise systems to automate workflows and reduce manual intervention.
- Lifecycle Management: Offloaded deployment and support to Sakon's expert team, reducing internal workload and improving reliability.
- Merger and Divestiture Support: Ensured uninterrupted mobility management during restructuring with automated processes and clear reporting.

# BENEFITS



## BENEFIT 1

$1M+ Annual Savings: Realized through automation, process optimization, and expense accuracy.

## BENEFIT 3

Merger Success: Enabled smooth integration and divestiture processes for a growing global enterprise.

## BENEFIT 2

Improved Service Delivery and Efficiency: Enhanced end-user experience with consistent and reliable support. Streamlined lifecycle management and centralized data improved decision-making.

# 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.

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## 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.