

Kaiser Permanente uplifts internal customer experience



...by integrating the Sakon platform that could manage, orchestrate and support their device fleet, in-order to save thousands of employee hours.



The Problem Statement

The decentralized device fleet, across multiple systems and regions, forced Kaiser Healthcare System to spend thousands of otherwise productive hours to manage it all manually.



The Sakon Solution

With more than 85,000 clinicians and 12.4 million members, Kaiser Permanente needed a solution that was flexible, cost effective and give them freedom from device management responsibilities while ensuring their compliance policies.

The Sakon Platform provided visibility and auditability into Kaiser's Mac as a Service program that showed exactly what happened in the system at any point in time to ensure compliance and cost allocation, along with a simple user experiences for their employees.

The Output



110,000

Devices Integrated



38%

Working Hours Saved



\$2M

Annual Savings

How did we achieve that?

To manage, orchestrate and support their device fleet, Sakon Solution captured data from multiple systems including HR, MDM, ITSM and carrier. This helped to achieve a central view of mobile usage and to enabled consistent and reliable reporting.

Sakon's Experience Mobile App enabled the users to self-serve and thus simplify the process for Kaiser Permanente in managing and supporting the device fleet.

Sakon also enabled their Mac as a Service initiative, by leveraging Sakon Platform capabilities.



KAISER
PERMANENTE®

+

sakon = Enhanced Employee Experience

Products & Services Utilised

The process involved in working close with Kaiser Permanente team to implement various custom designed products and services to bring in the desired end results.

Device

Discovers, tracks, and manages the end-to-end device lifecycle, from purchase to disposal.

Connectivity

Manages connectivity & provide visibility, traceability, & cost optimization for all devices.

Experience

Offers employees convenient self-service options through a portal or mobile app.

The Benefits

Ensured the connectivity between the fulfilment, services, and recovery phases in the DaaS lifecycle runs on a digitally integrated platform operated at scale.

Visibility into Kaiser's Service-Based Programs

Visibility for all assets in all phases of the device lifecycle, ensure governance, cost optimization and track inventory, and increase employee productivity.

Reduced IT Cost and Complexity

Cost components of DaaS roll up into one bill for transparency to ensure optimized pricing and allocation.

End-User Experience

Offers end-users with a familiar and modern way to manage their devices within the DaaS program.