

Telecom Service Management (TSM)

At a Glance

It is time you provision and manage your network inventory better. It is easy to digitize and centralize network ordering with Sakon's Telecom Service Management (TSM). We enable your infrastructure and operations with data, digital workflows, and optional managed services – all designed to support your entire communications network.



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Key Benefits

1

Improved Telecom Inventory Data

Say goodbye to complexity and hello to integrated service orders, quotes, and contracts with optimized vendor and enterprise data.

2

Clear Sourcing View

Clear vision makes for clear next steps. Unite contracts, quotes, and details with enterprise data to obtain real-time and actionable inventory sourcing reports.

3

Simplified Network Quote Management

Track and benchmark telecom services, invite vendors to bid on network services, then manage the selection process through a single interface.

4

Modernize Provisioning Process

Simplify network order management by integrating and automating the global network ordering process via customized catalogs, workflows, and inventory integration.



5 Streamline Helpdesk Services

Better manage tickets, reduce downtime, and improve network performance by leveraging a purpose-built ticketing system, available 24/7.

6 Manage Network Transformations

Track spend, orders, and bandwidth changes as you update the network to support cloud and data center applications.

7 Integrate with ServiceNow

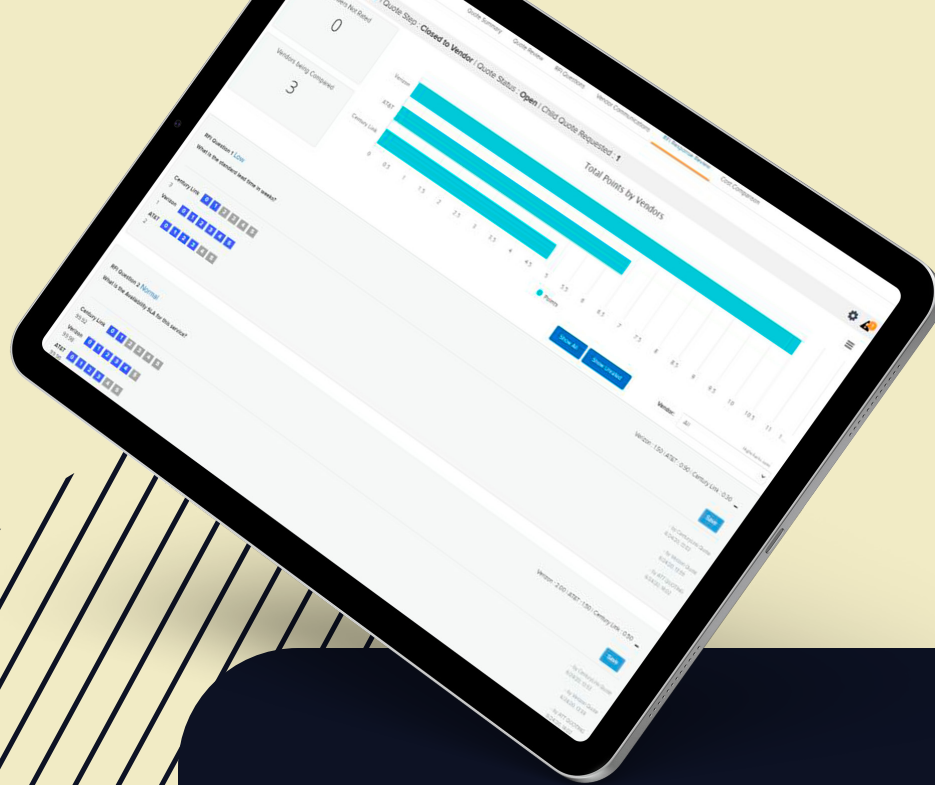
Leverage your existing IT investment in ServiceNow with two-way APIs to track and manage requests, enrich inventory data, and enhance automation.



The Sakon Solution

This solution connects your entire telecom operation through one platform, enabling our team or yours to deliver proactive care and maximize the quality of service.

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What Can Sakon Do for You?

Sakon is a platform and services leader that has helped global enterprises organize, understand, and intelligently manage their telecommunications and cloud services since 2003.

The Sakon team numbers more than 900 employees worldwide. We successfully serve over 200 enterprise customers with industry-leading technology.

[Learn More](#)



**Sakon Recognized as
2022 Telecom Vendor
of the Year by AOTMP®**

