FINANCIAL SERVICES · NETWORK360

Taking control of a 1,000+ location network at enterprise scale

How a Fortune 500 financial institution replaced its fragmented, unreliable TEM data with Network360 — **a single governed record** that restored the visibility, governance, and confidence needed to manage carriers, control spend, and make decisions the business could trust.

Financial Services	~1,000 branch locations	Fortune 500 · 50,000+ employees	Sakon Network360
INDUSTRY	FOOTPRINT	ORG SIZE	SOLUTION

This Fortune 500 financial institution operates one of the most geographically distributed technology footprints in the industry. With more than **1,000 branch locations** and **31+ carrier relationships** spanning dozens of countries, managing network inventory, spend, and service lifecycle had become an unsustainable operational challenge that existing tools were no longer equipped to handle.

1,000+	0	6	15,404+
Branch locations across the enterprise	Trusted data sources prior to Network360	Core challenges in visibility, governance & data	Network services across 31 carriers

BACKGROUND

A complex network environment that had outgrown its processes

The organization lacked a foundational system of record. Data within the existing TEM platform had lost stakeholder trust. Procurement remained decentralized. And the absence of a reliable source of truth made it impossible to answer basic questions about what was active, what it cost, or when contracts expired. In a heavily regulated industry — where the FFIEC, FDIC, and OCC require demonstrable IT asset controls — **fragmented network records are not just an operational problem. They are a compliance liability.**

THE CHALLENGES

Six compounding challenges across visibility, governance, and data quality

Each challenge compounded the others — poor data made reporting untrustworthy; untrustworthy reporting made governance harder; harder governance made procurement inconsistent. The result was **a cycle of operational inefficiency** that limited the organization's ability to manage, optimize, or even accurately describe its network.

01

Limited inventory & spend visibility

No trusted system of record. Services tracked across spreadsheets, carrier portals, and institutional knowledge — with frequent gaps, errors, and no reconciliation process across the ~1,000 location footprint.

43% of enterprise technology spending goes unmanaged without centralized visibility. Time2Accelerate / Flexera, 2024

02

Decentralized procurement

Locations continued to order services independently despite moves toward centralization, resulting in inconsistent processes, limited oversight, and missed opportunities for standardization and volume leverage.

74.2% of global TEM spending is attributed to large enterprises, reflecting the scale of complexity at this level. Research & Markets, 2024

03

Distributed footprint management

Supporting ~1,000 branch locations made maintaining accurate site-level inventories an ongoing burden. Services were difficult to track, reconcile, and keep current as the network evolved through adds, moves, and disconnects.

40–60% of manual asset records become inaccurate within 3 months without automated reconciliation. IT Asset Mgmt Assoc., 2024

04

Limited carrier contract visibility

Little insight into contract expiration dates, renewal windows, or committed spend thresholds — making proactive planning difficult and weakening the organization's negotiating position at the scale of a Fortune 500.

The TEM market is projected to reach **$7.7B by 2030**, driven by the contract visibility enterprises currently lack. Research & Markets, 2025

05

Unreliable reporting & analytics

Because existing platform data was not trusted, business stakeholders lacked confidence in the reports and dashboards needed for operational and strategic decisions. When data exists but cannot be trusted, it has no value.

Banks spend **67%** of IT budgets maintaining current systems, leaving just 22% for growth. McKinsey, 2024

06

Lack of benchmarking insight

No ability to compare carrier rates and overall spend against industry peers. Without benchmarking data, the organization could not identify overcharges, validate contract pricing, or build a fact-based case for renegotiation.

Without peer benchmarking, organizations routinely overpay on carrier contracts by margins that become visible only after a structured market review.

MARKET CONTEXT — WHY THIS PROBLEM IS INDUSTRY-WIDE

12–20%

Annual overspend by enterprises without automated asset tracking. ITAM Review, 2024

40–60%

Typical inaccuracy rate in manual asset records within 3 months of creation. IT Asset Mgmt Assoc., 2024

73%

of IT teams report manual asset tracking creates significant operational bottlenecks. Gartner, ITAM Research 2024

> **"We had data — but none of it was trustworthy. We could not confidently answer what services we had, what we were paying, or when our contracts expired. That is not a reporting problem. That is a governance problem."**
>
> SENIOR DIRECTOR, NETWORK INFRASTRUCTURE · FORTUNE 500 FINANCIAL INSTITUTION

THE SOLUTION

Network360 as the governed foundation for network operations

Sakon deployed Network360 to serve as the organization's **single, trusted system of record** for all network inventory, spend, and service lifecycle activity — giving IT, procurement, finance, and compliance teams the accurate, reconciled data they needed to operate with confidence and meet the governance requirements of a highly regulated industry.

Universal network record

All carrier feeds, customer financial-segment data, and full order history unified into one continuously reconciled record — across all 1,000+ locations.

Centralized MACD governance

All moves, adds, changes, and disconnects consolidated into a single validated workflow. Orders checked against live inventory before submission — eliminating location-level ordering inconsistency.

Carrier contract visibility

Contract terms, expiration dates, and committed spend thresholds surfaced in one dashboard — enabling proactive renewal management and data-backed carrier negotiations.

Trusted reporting & dashboards

Spend, inventory, and lifecycle reports rebuilt on verified, audit-grade data — restoring executive confidence across IT, finance, and procurement leadership.

Benchmarking & spend optimization

Comparisons by carrier and service type produced a prioritized list of renegotiation targets and consolidation opportunities previously invisible to the organization.

THE TRANSFORMATION

Before and after Network360

INVENTORY	
BEFORE	AFTER
No system of record. Services tracked across spreadsheets and carrier portals with frequent errors and no reconciliation.	One governed record per service — carrier data, customer allocation, and order history reconciled and continuously updated.

PROCUREMENT	
BEFORE	AFTER
Decentralized ordering by location, resulting in inconsistent processes and missed standardization opportunities.	Centralized, validated MACD workflows. Every order checked against live inventory before submission.

SPEND VISIBILITY

BEFORE

Difficult to attribute costs to sites or business units. No reliable cross-carrier spend picture.

AFTER

Full spend visibility by location, carrier, service class, and cost center — with consolidation modeling.

CONTRACTS

BEFORE

No view of expiration dates or committed spend. Renewals were reactive; negotiations lacked data leverage.

AFTER

All contracts surfaced with terms, dates, and thresholds in one dashboard — proactive management from day one.

REPORTING

BEFORE

Platform data was not trusted by stakeholders. Decision-making relied on judgment over verified data.

AFTER

Reports built on audit-grade inventory data — trusted by IT, finance, and compliance leadership.

BENCHMARKING

BEFORE

No visibility into whether carrier rates were competitive. Overcharges were invisible without a comparison baseline.

AFTER

Peer-rate comparisons by carrier and service type surfaced a prioritized list of cost-reduction opportunities.

KEY OUTCOMES

From fragmented records to a governed network foundation

1,000+

Branch locations with unified, accurate service inventory

100%

Carrier contract visibility — terms, dates & spend in one view

Trusted

Restored confidence in the data across IT & finance