

CASE STUDY

How ServiceNow Used Sakon's Automation to Benefit Their Internal Telecom Workflows

ServiceNow was bogged down with lots of manual processes surrounding their telecom inventory CMDB, invoices approvals, and accounts payable data. Sakon's integration saved on time and errors.

Overview



\$21,000,000

Annual Spend



20,000

Telecom Inventory Items



15,000+

Employees Worldwide

The Background



Improving enterprise workflows is the name of the game for ServiceNow. Their NOW platform delivers digital workflows that create great experiences and unlock team productivity.

So the fact that ServiceNow targets telecom workflow automation as an area ripe for internal focus, says a lot about the potential.

ServiceNow monitors and manages a large number of telecom circuits, services, devices and spend.

"I am so excited for how Sakon and ServiceNow have come together to revolutionize Telecom Management workflows."

– Madhuri Manikonda, Director IT Network and Communications Services at ServiceNow

sakon

The Challenge

Behind every great customer service experience is a great workflow. The ServiceNow platform works to improve that workflow and keep it running smoothly by connecting teams, operations, and systems across organizations.

The ServiceNow platform allows its Enterprise IT to manage the Telecom inventory data and keep it up-to-date, but integrating with other Telecom Management requirements such as AP Invoice Automation and Dispute Management requires integration to another purpose built platform.

ServiceNow's previous provider just wasn't offering the right accounting integration, dispute management and reporting support, which is where Sakon's CMDB integration to ServiceNow, TEM platform and Managed services stepped in to help.

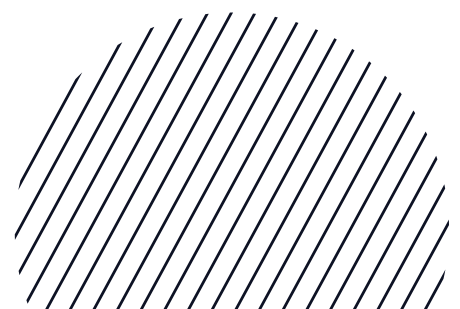


The Solutions

ServiceNow needed a partner with software tools that would help them keep all of their internal Telecom data organized, and Sakon delivered. Sakon's telecom expense management (TEM) integration into ServiceNow's application was a game-changer for the way they run their Telecom Management operations in a variety of ways.

Sakon's configuration management database (CMDB) integration was key in keeping ServiceNow's inventory database in sync with Sakon. The integration of the CMDB allows ServiceNow to maintain the master source for all inventory data in the NOW platform, and periodically send inventory updates by calling the Sakon API. While the inventory is managed in ServiceNow, the Sakon TEM system automates the ingestion, validation and payment of Telecom invoices by leveraging the ServiceNow CMDB as a critical data input for inventory, locations and other enterprise data.

Sakon's platform is a much-needed organizational tool, that in conjunction with ServiceNow's Telecom CMDB, keeps data accurate and Telecom Expense Management workflows automated. Through Sakon's reporting assistance, ServiceNow was empowered to provide more accurate reporting to Finance and IT while saving on costly human error mishaps each month.



The Results

IMPROVED DATA FLOW

Integrating the ServiceNow CMDB app has helped manage the data flow. Instead of inventory data updates getting lost in the shuffle, the data gets sent to Sakon via API. Inventory Ops can easily pull data to determine the changes that need to be made for AP Invoice Automation faster, saving time and overall effort.

EASIER AUTOMATION

By automating this inventory data exchange process, ServiceNow eliminated the rate of human error for validating and allocating invoices. Through Sakon's integration, it's now easier for ServiceNow to approve invoices. Additionally, accounts payable data is now sent to ServiceNow's ERP system via APIs. These automations have saved ServiceNow's Telecom and Finance teams time and money.

HIGHER REPORTING ACCURACY

One of ServiceNow's largest struggles was providing accurate end-of-month reports. Previously, teams struggled with identifying where invoices belonged, who the detailed charges belonged to, and what statuses had already been paid. Through Sakon's CMDB integration and reporting, ServiceNow is able to complete accurate end-of-month closures in record time.



\$1,000,000+

Confirmed annual savings on Telecom Spend and process automation in 12 months after the integration.

Meet the Integrated Platform To Manage All Your Communications Services

For more information on how Sakon can help your enterprise evolve its Telecom Management Workflows, [schedule your free demo today](#). Together, we'll work to pinpoint the areas where we can help, and develop a sound game plan that's tailored to your needs.

[Start Your Demo](#)

