

CASE STUDY

MODERNIZING MOBILITY MANAGEMENT FOR A GROWING GLOBAL FOOD AND VETERINARY COMPANY

Streamlined global mobility operations, improved end-user experience, and sustained scalability through Sakon's Mobile Services Solutions.



AT A GLANCE

Industry:

**Global Food and
Veterinary Care**

Scope:

**Multi-business enterprise
with 120,000+ employees**

Annual Telecom Spend Managed:
\$40 M +

Global Operations:

**Supporting complex M&A
activities across multiple
regions**

Longevity:

**5+ years as a SakonMobile
for ServiceNow client**

Integration:

ServiceNow

“

Sakon's Mobile Services Solutions became the foundation for global mobility transformation — streamlining operations and supporting rapid growth through continuous mergers and acquisitions.

CHALLENGES

- Lack of Visibility & Control: No centralized view of mobility costs, asset inventory, or device usage.
- Poor Cost & Asset Management Practices: Fragmented tracking and unmanaged data across global business segments.
- Resource-Intensive Management: Manual processes for procurement, support, and reporting.
- Procurement Complexity: Data consolidation across carriers and business units delayed contract renewals and cost savings.
- Mergers & Acquisitions: Continuous restructuring required scalable, standardized solutions to maintain operational continuity.

SOLUTIONS

- Seamless Procurement Integration: Designed and implemented a procurement workflow leveraging Sakon Telecom Connect: Mobile for ServiceNow.
- Standardized Policies & Approvals: Created consistent global standards for device management, cataloging, and approvals.
- Enhanced Support Structure: Integrated Tier 1 and Tier 2 Help Desk support to automate resolution.
- Process Optimization: Centralized mobility management for all global divisions, replacing manual workflows.
- Continuous Adaptation: Extended Sakon capabilities to support ongoing mergers and acquisitions.

BENEFITS



BENEFIT 1

Significant Time Savings: Reduced IT burden by automating user support and requests.

BENEFIT 3

Enhanced End-User Experience: Delivered a self-service mobility experience across the enterprise in ServiceNow

BENEFIT 2

Improved Cost Visibility: Enabled real-time, data-driven insights for spend optimization.

BENEFIT 4

Demonstrated ROI: Validated measurable savings and operational consistency across acquisitions.

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.

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.