

TRANSFORMING GLOBAL MOBILITY VISIBILITY FOR A MEDIA AND INFORMATION SERVICES LEADER WITH SAKON TELECOM CONNECT: MOBILE

Centralized device and service
management across 70+ countries



AT A GLANCE

Client:

**Global Media and
Information Services
Company**

Industry:

**Media and
Information
Services**

Scope:

**22,000+
devices and
service lines**

Presence:

**70+ countries
worldwide**

Highlights:

**Unified mobility operations,
stockroom workflows, urgent
field device processes**

Results:

**Global visibility, process
automation, and a single
employee experience**

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With Sakon Telecom
Connect: Mobile, we finally
have one global view of our
mobility environment —
every device, every service,
every request.
All in ServiceNow.

CHALLENGES

- **Global Fragmentation:** Regional teams managed mobility independently, resulting in inconsistent processes and disconnected data.
- **Decentralized Systems:** Carrier, device, and service data were siloed across regions, limiting visibility and reporting accuracy.
- **Inconsistent Employee Experience:** Employees worldwide faced different fulfillment paths and support processes.
- **Limited Agility:** Urgent field device requests and inventory management relied on manual coordination.

SOLUTIONS

- **Implemented Sakon Telecom Connect:** Mobile, a scoped app for ServiceNow, to centralize mobility management across 70+ countries.
- **Leveraged the Sakon Mobility Platform** to discover, ingest, and maintain global device, carrier, and service line data sources, ensuring accuracy and completeness.
- **Designed custom stock and field deployment workflows** to accelerate urgent device replacements and improve service continuity.
- **Automated procurement, change, and retirement processes** to reduce manual effort and improve responsiveness.



BENEFIT 1

Centralized Global Mobility: Unified all mobile devices, services, and employee workflows across 70+ countries within ServiceNow.

BENEFIT 3

Improved Governance: Achieved real-time, global visibility across carriers, assets, and business units.

BENEFIT 2

Operational Efficiency: Automated inventory and provisioning workflows reduced turnaround time and manual workload.

KEY SAKON DIFFERENTIATORS

- Certified Scoped App: Seamless, secure integration within the ServiceNow ecosystem.
- Integrated Platform: Telecom Connect: Mobile works in harmony with the Sakon Mobility Platform and services.
- Data Intelligence: Delivers real-time mobility insights across carriers, users, and cost centers.
- Operational Efficiency: Automates provisioning, reconciliation, and reporting.
- Enterprise Proven: Trusted by global organizations to unify telecom management within ServiceNow