

CASE STUDY

UNLOCKING THE FULL POTENTIAL OF SERVICENOW WITH SAKON TELECOM CONNECT: MOBILE

Empowered a Fortune 100 retailer to unify mobility management, automate manual workflows, and extend their ServiceNow investment to mobile asset and service management



AT A GLANCE

Client:

**Global Off-Price
Retailer**

Industry:

**Retail &
Apparel**

Scope:

**23,000+ devices and
service lines**

Solution:

**Sakon Telecom
Connect: Mobile**

Platform:

**Integrated directly with
ServiceNow**

Focus Areas:

**Asset management, self-
service, workflow automation,
and cost optimization**

Savings:

**Hundreds of thousands
identified in the first year through
automation and visibility**

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With Sakon Telecom
Connect: Mobile, we finally
made our ServiceNow
investment work harder
turning mobility from a
manual process into a fully
automated, self-service
experience.

CHALLENGES

- **Manual and Inefficient Processes:** Mobility operations relied heavily on manual intervention for procurement, provisioning, and cost management.
- **Decentralized Systems:** Each business unit operated independently, creating data silos and inconsistent reporting.
- **Underutilized ServiceNow Investment:** Despite a significant platform investment, ServiceNow was not being leveraged for mobility workflows.
- **Limited Visibility:** Inability to track devices, service lines, and associated costs across the enterprise.

SOLUTIONS

- **Implemented Sakon Telecom Connect:** Mobile, a scoped app for ServiceNow, to bring all mobility management into the ServiceNow ecosystem.
- **Automated manual processes,** enabling full lifecycle management - from request to retirement - within ServiceNow.
- **Introduced self-service mobility capabilities** for employees, empowering them to manage requests through a familiar interface.
- **Integrated asset management** into ServiceNow for real-time visibility and governance.
- **Delivered measurable cost savings** through automation, data accuracy, and process standardization.



BENEFIT 1

Maximized ServiceNow ROI:
Transformed ServiceNow
into the central hub for all mobility
data and workflows.

BENEFIT 3

Proven Savings: Identified hundreds
of thousands in annualized savings.

BENEFIT 2

Automated Operations: Eliminated
manual touchpoints and accelerated
fulfillment and reporting while improving
visibility of asset data and costs across all
regions and business units.

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