

CASE STUDY

EMPOWERING SERVICENOW WITH UNIFIED MOBILITY DATA THROUGH SAKON TELECOM CONNECT: MOBILE

Delivering a single source of truth
for mobility data.



AT A GLANCE

Client:

ServiceNow

Industry:

Enterprise IT Platform

Scope:

**10K+ devices across multiple
business units**

Outcome:

**Single source of truth across
systems with full ServiceNow
visibility**

Savings:

**\$1M+ in efficiency and
reconciliation savings annually**

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Now we are at a point where we have a source of truth through Sakon. All invoices, employee to number associations, their cost centers, departments. You just see all of that in one single place and it becomes so easy to consume into our platform through our scoped app integration.

CHALLENGES

- **Manual Processes:** Mobility data collection and validation were heavily manual, requiring significant IT and finance effort.
- **Decentralized Systems:** Each region and department managed mobility independently, resulting in inconsistent processes and fragmented data.
- **Limited Visibility:** No consolidated view of invoices, employee-to-number associations, or cost centers.
- **Delayed Financial Reporting:** Manual reconciliation slowed chargebacks and cost accountability.

SOLUTIONS

- **Implemented Sakon Telecom Connect: Mobile,** a scoped app for ServiceNow, to centralize asset data and elevate the employee experience within ServiceNow.
- **Leveraged the Sakon Mobility Platform,** fully integrated with the scoped app, to unify carrier data, invoices, and employee associations.
- **Combined platform intelligence with Sakon's managed mobility services,** providing accurate data validation, cost allocation, and proactive support.
- **Automated reconciliation and reporting processes,** reducing manual effort and enabling self-service visibility in ServiceNow.
- **Delivered a single pane of glass for all mobility management within the ServiceNow environment.**

BENEFITS



BENEFIT 1

Single Source of Truth: All mobile devices, services, and employee workflows are unified in ServiceNow through Sakon Telecom Connect: Mobile.

BENEFIT 3

Data Transparency: Real-time visibility improved accountability and decision-making across departments.

BENEFIT 2

Increased Accuracy: Automated validations and mappings eliminated manual reconciliation errors.
Efficiency Gains through streamlined processes saved hundreds of hours per month for finance and IT.

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