



How a Global Fintech Leader Automated & Saved on TEM Systems with Sakon

Learn how a Fortune 500 company achieved \$35M+ in connectivity savings by automating their invoice processing workflows and retiring their legacy TEM systems in favor of Sakon.

At a Glance



\$200M+

Annual Telecom Spend



2,000+

Invoices Per Month



220,000+

Inventory Items

The Background

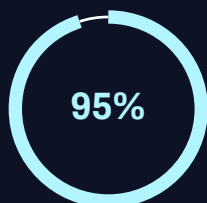
Managing over half the world's overall wealth and processing \$10 trillion annually, this global Fintech company partners with the world's leading banks to provide top-tier financial technology solutions.

From payment optimization to back-office solutions, the client assists major banking institutions with everything under the fintech umbrella.

sakon

The Challenge

Working with 95% of the world's leading banks, the fintech company naturally had complex TEM needs in order to efficiently serve their clients. In their early days, the client had a team of roughly 20 people handling TEM responsibilities. But as their client portfolio grew, so too did their need for an optimized approach to telecom solutions.



95% of world's leading banks work with the client

For years, the client kept their TEM work in-house, which kept experienced team members from providing more value to the organization and tending to more pressing problems.

Specifically, the client was struggling with handling chargeback management internally. Their team needed to work from accurate inventory data in order to properly bill their clients and avoid costly chargebacks, but doing so was difficult with an understaffed internal TEM department.

Ultimately, the client knew that in order to effectively scale their fintech solutions and meet their customer's expectations, they'd need to partner with a TEM solutions provider who could help automate time-consuming tasks and achieve major cost savings across the board.

The Solution

With the goal of serving a global audience in mind, the client sought an experienced TEM vendor that could help scale their current operations while providing a service guarantee. That led them to looking to their longtime partner, Sakon, for assistance.

When they first started working together, the client was using an in-house platform to handle their TEM work, with a staff of 20 professionals to support it. Once their organization began to grow and take on more complex TEM responsibilities, they looked to Sakon to free up their team members to focus on other pressing issues.

Comprised of best-in-class applications for telecom expense management, enterprise mobility, and telecom order management, Sakon put the client in control of their own costs and performance, while delivering a savings guarantee that alleviated some of the budget stressors the client was facing.



Results

After partnering up, the client was able to retire multiple legacy TEM systems that were being managed in-house in favor of Sakon's centralized platform. Through invoice processing and inventory management solutions, Sakon was able to deliver major cost savings for the client that enabled network transformation across the board.

Through their new automated invoice processing workflow, the client was able to accurately keep tabs on their inventory and effectively rebill services to clients, which bolstered retention rates and delivered a user-friendly experience for the client's banking institutions.

Additionally, Sakon's savings guarantee gave the client peace of mind for their telecom budget, which had been growing significantly. In total, Sakon was able to deliver \$35M+ in connectivity savings, including \$4M+ universal service fees and taxes.



\$35M+

Connectivity Savings



\$4M+

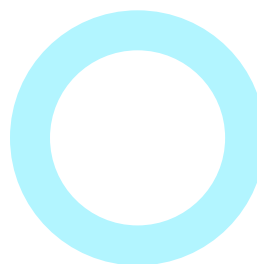
Savings on USFs and Taxes

Meet the Integrated Platform To Manage All Your Communications Services

For more information on how Sakon can help your enterprise understand, manage and evolve its communication ecosystem, **schedule your free demo today.**

Together, we'll work to pinpoint the areas of your communication network that need optimizing, and develop a sound gameplan, backed by industry leading service commitments, that's tailored to the needs of your enterprise.

Start Your Demo



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