Sakon Helps a Fortune 500 Manufacturing Company Modernize its Telecom Management Practice

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A Fortune 500 Manufacturing Company Has Benefited So Significantly From Working With Sakon, They Increased the Scope of Our Partnership

Over five years ago, a worldwide manufacturing giant brought on Sakon in an effort to understand, control, and improve their telecom expense management (TEM). Originally, this partnership extended only to their North American locations. They saw the efficiencies, automation, and cost savings benefits of our services so much so that they extended the reach of our services. We now handle all of their telecom inventory worldwide, working in 50 countries across four continents.

A key focus of their TEM needs centered around their inventory of telecom services as well as the invoices for these circuits. Are the invoices being accounted for and processed for payment? Are the invoices aligning with the contracts? Is the Fortune 500 manufacturing company being invoiced for circuits no longer in use? They didn't have all of the information they needed in one place; it was being managed by each office in a region in many separate systems or spreadsheets.

What they needed was a single place to track and look at everything they owned. They needed Sakon to **provide a single source of truth** for all of their inventory. We gave them that, and then some.

As part of our TEM service offerings, Sakon is pulling in all of their invoices from their telecom carriers and vendors worldwide. Thanks to our platform, they have an accurate understanding of all of their expenses, as well as their inventory at all of their locations from a telecom perspective.

They were granted the visibility to drill down and look at metrics at a site level, review total telecom expenditure globally, and everything in between. The result? A clear, insightful global view of all their expenses and inventory. They are now able to see a consolidated view of where they have services, as well as where they may be able to use this holistic view to their advantage.

Here's how we made it all possible.   →

We enhanced efficiency around managing their telecom services by delivering a better view of how much they have and where. This standardized process created invaluable efficiencies. We found they were still paying for circuits that were not utilized or paying for complete locations that had been closed.

We created "check points" and validations against their contracts where they didn't previously exist. Now, they are able to better manage and understand what fees they are paying, like regulatory fees, late fees, as well as ensure that they are being billed the vendors contracted rate. With visibility into all their data, they are able to make better decisions in regards to when each invoice should be paid, which vendor contract should be renewed or negotiated, and more.

Now that the Fortune 500 manufacturing company is on the Sakon platform, their detailed invoice charges are automatically validated for accuracy by leveraging Sakon's automated rules and workflow engine. The process includes a 3-way match, which checks the invoice against both the contract and current inventory.

Understanding what telecom services they have, where they are, and how much they're spending on each circuit has been key to delivering success for them. Sakon's platform now efficiently and expertly delivers this visibility, freeing their team up to work on more critical job functions.

A Connection So Good, They Wanted More

Global Inventory and Spend Visibility

The Sakon platform provides deep insights into invoices and inventory, from roll up to drill down. It is a single source of truth for all inventory and invoicing, meaning invoices are no longer decentralized or siloed for each region.

The Sakon platform helps with consistency and provides the right information in a central hub, meaning they have full control over its spend, and the ability to view its telecom spend like never before. That's not all. When it is time to renew a contract, they have a total spend picture and can use these numbers to better negotiate future deals. Stronger data insights make these savings possible.

Unique Platform Visibility

Some team members focus on the big picture while others need an individualized snapshot. As their TEM vendor, we meet different needs for different people and help each of them do their job more effectively. No matter what their job title or functions, everyone has all of the information they need at a glance in the Sakon platform.

End-to-End Telecom Invoice Management

We manage their telecom service needs end to end. This entails implementing a management process around invoices, tracking when invoices are due to be paid, plus when they should be received. If not received, we reach out to the vendor to obtain them and make sure all invoices are accounted for. We allocate the costs against the proper financial ledger codes and send a consolidated file to accounting and approving managers to ensure the invoices are getting paid. Because everything is fully automated and managed, the entire process is both efficient and standardized.

Vendor Contract Expertise

Sakon helps to better manage their costs now, and in the future when it is time to renew vendor contracts. Now that they have a better view into their true inventory and spend, they are able to use that visibility to leverage better deals. Our team has been able to find opportunities for their teams to either pay less or better manage circuit inventory to maximize network capabilities at the company in different office locations.

50
Locations in
50 Countries

4
Servicing
4 Contintents

STATS

Manufacturing Company by the Numbers

56
Spend Across
56 Carriers

$15M
$15 Million in
Spend Annually

$7M
$7 Million in
Calls Processed

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With Sakon, we have the confidence that our global carrier service inventory, expenses and usage are being tracked, managed and optimized effectively.

Network Services Manager

Sakon Delivers a Single Source of Truth

The Fortune 500 manufacturing company has greatly benefited from partnering with Sakon and making us their global TEM provider. We've spent the last five years helping them increase efficiency, standardization, and reduce costs, which is why they asked us to expand our services and handle their international telecom management.

What we've done and continue to do for them isn't an anomaly. We can do it for your enterprise as well.

If you're interested in improving your telecom expense management and seeing what is possible with Sakon, contact us for a free demo. We'll show you how our proven solutions can be tailored to your particular enterprise needs.

Start Your Demo

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