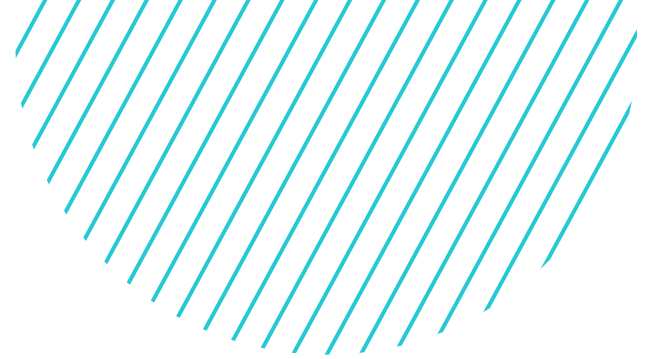


CASE STUDY

How Sakon Enabled AT&T with Network Project Management for a Major Hospital System

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The Background

Years of acquisitions, changes, openings, closings, and mergers left a major hospital system with hundreds of facilities and just as many data networks.

In addition, the client was using multiple PBX manufacturers that were coming to end of life, and varying routers that couldn't integrate with one another. They needed a standardized, centralized solution to minimize headaches and simplify their communications ecosystem.

Clearly, the hospital system required outside assistance. They urgently needed to transform and standardize the network and equipment.

24

Facilities in
24 states

110

A network of
110 hospitals

850

An additional
850 clinics

This hospital system had a lot of acquisitions they were consolidating under one umbrella. They were looking to standardize their network across the board.

How would this be possible across so many unique healthcare facilities?



The Challenge

The healthcare organization wanted to focus on patient care and priorities that more directly affected the hospital. The job of network project management was taking time and attention away from more pressing matters. Something had to change.

The client turned to their telecom provider, AT&T, for help. Once brought into the fold, AT&T wanted to partner with an outsourced vendor that could bring the hospital system to where it needed to be. AT&T wanted to find a partner who could provide them the project management expertise, proven inventory processes, and an integrated platform with reporting.

AT&T called on Sakon to meet the challenges. They recognized Sakon as a leader in the tools, people, and technology to manage large scale network activities.



What We Provided



The Solutions

Sakon was able to seamlessly support AT&T with a world class team of project managers and provisioning experts that understood the challenges and how to apply the Sakon technology to the environment.

The Sakon platform brought together in one place all of the scattered, disparate elements of the end client's data infrastructure, which simplified every element of managing the ecosystem. Using Sakon's powerful inventory management engine, the client can manage change at the site level and view real-time data on any in-flight change activity, as well as active and billable services.

Thanks to Sakon's automation capabilities, the client can receive an analog gateway, order equipment, obtain circuits, provide status updates to ServiceNow, and more with the click of a button. Providing all the information around order statuses and escalating issues with site orders became easier than ever before.

Seamless White Label Servicing

AT&T's partnership with Sakon enabled them to support their end customer. Sakon was able to fill in the gaps in areas where they didn't have the technology, tools, staff, or resources to do so.

Sakon is well-versed in going to market with its partners and supporting them in the background, managing or helping in any way necessary. In this particular use case, the end client received a seamless delivery by AT&T. Now, Sakon is supporting AT&T with all of the day two support activities, including ServiceNow integration. Everyone is happy because everyone is getting the services and support they need!

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Our partnership with Sakon enables us to provide our customers with a full lifecycle Network-as-a-Service offering. This doesn't just help us automate the tedious network management processes on our end — it also empowers us to drive significant cost savings and deliver better services and solutions to our customers.

Network Integration Engagement Manager



Meet the Integrated Platform To Manage All Your Communications Services

For more information on how you can partner with Sakon and help your end client meet their telecom goals, [schedule your free demo today](#). Together, we'll work to pinpoint the areas where we can help, and develop a sound game plan that's tailored to your client's wants and needs. Don't let gaps in your services lead to an unsatisfied client when it's so simple to partner with Sakon!

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[Start Your Demo](#)

