

## Case Study:

sakon

# How a Global IT Firm Saved Millions on Telecom Bills With Sakon

A global leader in outsourced managed services saved over \$100 million using Sakon's cost optimization solution.

## The Challenge

Before and during a lengthy divestiture, a global IT firm needed to ensure that their many telecom vendors were billing them properly. The firm's growing order database had not been reconciled with accounts payable, and misbilling was a common issue.

Moreover, the firm's procurement department was looking for a way to streamline telecom contract review and negotiation processes. Yet another challenge lay in the reconciliation of vendor billing with contract renegotiations, as there was so much activity in network ordering and many expensive errors resulted directly from overbilling by vendors.

The firm wanted to fully outsource these processes to a trusted partner so that they could be sure their telecom vendors were billing them properly, as well as to drive cost take outs and maximize their working capital. To do this, they teamed up with Sakon.

## At a Glance



**\$130M+**

Total IT Savings



**13,000+**

Number of Invoices



**220,000+**

Number of Services



## The Solution

Sakon automated the validation of the client's network orders against their telecom bills, checking the order base to verify each billing instance. This automated audit process enabled quick identification of any charges for discontinued and orphan services (unused services that go uncanceled). Sakon's managed services created audit exceptions that pointed out the errors in billing, writing up tickets, and managing the client's billing disputes to closure.

To validate the client's procurement process, Sakon also automated its telecom vendor contract review procedure. Rather than manually spot-checking the invoices themselves, the client's procurement team entrusted Sakon with making sure changes to vendor contracts were reflected in their bills and that all rates were being applied appropriately. Again Sakon's managed services created audit exceptions that pointed out the errors in billing, writing up tickets, and managing the client's billing disputes to closure.

## Results

With Sakon's cost optimization solution in place, the client was able to take advantage of an innovative system that automatically validated their bills from telecom vendors. Sakon would find billing errors, manage the dispute process for the client, and finally prove the newly discovered savings with precise financial reporting. Using a gain share model, Sakon demonstrated the month-by-month impact that cost optimization had on the client's bottom line.

After cost optimization, having streamlined their vendor billing validation and contract negotiation processes, the client's finance and procurement departments had realized a windfall in savings. Providing detailed dashboards showing increasing amounts of savings IDs, Sakon's platform generated more than \$130 million in savings for the client, with an additional \$8 million projected for the next 12 months.



### **\$8M in Pipeline**

Estimated Savings for Next 12 months



### **\$130M+ in Savings**

Through Sakon's Cost Optimization Solution



## **Meet the Platform That Saves You From Overbilling Vendors**

For more information on how Sakon can help your procurement, IT and finance teams maximize working capital via optimized Telecom Spend, **schedule your free demo today.**

**Start Your Demo**

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