

CASE STUDY

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State Government Upgrades to Kyndryl and Sakon for Unified Communications and Better Billing

Today's employee communications needs require moving away from legacy systems and welcoming a better, tech-enabled way forward.



OVERVIEW

Big Organizations are Complex – Your Sakon Bill Isn't

For large enterprises like a state's government, the advantages of switching to Sakon's telecom management billing platform are numerous.

Big organizations with multiple divisions want the benefits of a consolidated volume bill from a carrier or provider. What happens once it arrives? How is it divided up? Which cost centers have to approve it?

The way Sakon handles billing means a separation of entities. Individual departments don't need to see and know about other division's bills. Sakon's platform properly allocates all data. The result is an end client with full visibility into what they're entitled to see – nothing more and nothing less.

Think of Sakon like a single pane of glass for each agency within the larger state government. Each department can see their data, approval workflows, and allocations, without the confusion or security risks of seeing others.

We were able to achieve this kind of allocation for the state, despite them having a massive amount of telecom devices needing to be billed.

80+

Departments Within the State Agency, Including the Dept. of Health and Dept. of Transportation

4-5

Decision Makers Per Department, All Needing Access to the Portal

200

Users Who Receive a Monthly "Quick Card"



If we can make a bill this complicated easy to see, understand, and pay – imagine what we can do for your organization!

THE CHALLENGE

They Turned to Kyndryl, Kyndryl Turned to Sakon

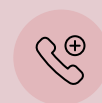


When a state government wanted to cut the cord on its outdated and expensive legacy PBX system, it turned to Kyndryl, previously IBM, for help. They needed help supporting the new VoIP system with a robust billing platform that could keep pace with the complexities of rebilling, chargebacks, inventory tracking, dispute management, and reporting – in an environment marked by 80+ agencies, millions of calls, and multiple vendors. Kyndryl turned to Sakon. Why? Because new migrations can be messy without the proper framework in place.

Helping a client successfully migrate from one voice system to another is not just a technological challenge, it's also a logistical one with many moving parts.



For many enterprises, nothing is more cumbersome than an outdated billing process, and this state agency was no different. Before Sakon, the state received two big monthly invoices, one from each of its carriers. All the hard work of



Matching call activity to particular agencies, divisions, and cost centers



Assigning chargebacks and general ledger (GL) codes



Creating and managing payment files



Dispute management

was left to the individual agencies and their staff. It involved using multiple platforms, making it an inefficient and error-prone process.

THE SOLUTION

The State's Departments Are up and Running With a Single Billing Platform

Today, the state government not only enjoys the cost-savings and performance advantages of a 21st-century IP-based voice communications system, but also the benefits of an elegant, accurate, and user-friendly billing platform to match.

The state's departments are up and running with a single billing platform. This is a single system of record that takes the monthly carrier and IP-platform vendor invoices, matches them with current inventory and service agreements for accuracy – flagging errors upstream before they reach the client – and automatically converts them to the master bill.

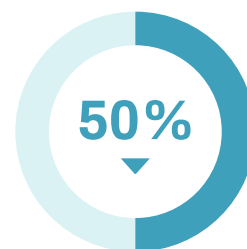
In addition, the system categorizes each charge, presenting call detail reports (CDRs), usage charges, and one-time charges. Then through the extensive mapping and automated workflow within the system, Sakon routes the appropriate invoices to the specific agency, departments, and cost centers from which the call or service activity originated. The end result is a simple, system-directed approval process.

A billing coordinator at each agency, backed by a team of reviewers, accesses invoices for each department through the Sakon portal.

These end users can drill down to review a single line item on a single bill to initiate a dispute for Sakon to resolve, or zoom out to a divisional or agency view to track expenses at the macro level.

This ability to “see it all” is supplemented by the system’s ability to “act on it all.” From the macro to the granular, it is made possible via custom reporting. It helps agency and departmental staff monitor and manage their communications-spend more agilely, with more precision, and in the format they need.

That’s not all. Voice-communications costs are down more than 50%, productivity is up, and satisfaction with the new system is high. After the transition to the Sakon billing platform, more resources were freed up to focus on what matters most – serving the needs of the state's citizens.



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THE RESULTS

What We Provided

Quick Cards

A quick card is a handy user guide, like a short version of a big manual. In our monthly quick cards, we share tips and updates to the over 200 people who get them. This regularly-updated information means end users are always kept abreast with what's going on regarding their billing process, the Sakon platform, and more.

Training Sessions

For the first six months, we scheduled biweekly training sessions. With dozens of people using the Sakon platform across the multiple state agencies, it's a lot of people to keep satisfied and knowledgeable.

We assigned a dedicated analyst to each agency as their point of contact, someone who understands the projects from implementation and onward. In these group sessions, they ask questions that pertain to the platform and our services as a whole. For any solutions requiring customization, they can also meet one-on-one to discuss specific requirements.

Personalized Support

Our hands-on approach isn't limited to training sessions. We believe strongly in offering personalized support and analytics by someone who is familiar with the ins and outs of the end user.

The support staff are all readily available in order to enable quick turnaround times. The end user brings it to the table, and then we have an analyst familiar with the exact situation come to a satisfactory solution. If the question/answer is one that will be beneficial to everyone at the organization, it goes on the next quick card!



Individual Agency Accounts

A large number of agencies needed to each have their own accounts and data in order to increase visibility while mitigating security concerns and confusion. Our portal made this possible.

The state government now has a separate view for each agency. Access control, information, and invoices are private and secure. We control the data access and approvals, allowing everyone to see what they need and nothing more.

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What Sakon did was magic! What Sakon provides helps us keep control of the billing and provides our agencies with visibility into invoicing. We gain the benefits of volume billing while providing our agencies with individual visibility.

State Agency



Additional Background Assistance for other Billers

The state government used a different vendor, for other services. While the services were great, their billing was far from it. The other billers couldn't deliver the kind of billing process and portal that we could. After much trial and error, a compromise was agreed upon that they would provide services to the state while the billing was done by Sakon.

After seeing how easy enterprise billing can be, the state wanted billing to be done the way Sakon does it across the board. Why? We do it really well!

Kyndryl Brought in Sakon to Help With Billing – Should You?

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Sakon's platform brings together all of the scattered, disparate elements of your global IT infrastructure, normalizes them, and makes them easy to manage – and transform. We partnered with Kyndryl to help their end client, the state's government, untangle a complicated billing process.

Together, we'll work to pinpoint the areas where we can help improve efficiencies and uncomplicate telecom management. Then, we'll develop a sound game plan that's tailored to your client's wants and needs. It's simple to partner with Sakon, and beneficial to both you and your client to do so!

For more information on how you can partner with Sakon and help your end client meet their telecom goals, schedule your free demo today.

[Start Your Demo](#)

