

How a Global Investment Bank Used Sakon to Empower Their Network Order Management Processes

A global leader in financial services needed the right combination of processes, people, and systems to fortify their quoting, ordering, and network provisioning solutions. Enter Sakon.

The Background

Operating in over 40 countries around the world and managing more than \$1 trillion in assets, this global investment bank empowers people, businesses, and institutions to build, preserve and manage wealth so they can pursue their financial goals.

A leader in investment management and financial services, the bank partners with clients on any number of monetary issues, from mergers and acquisitions to debt offerings and derivatives and everything in between.



At a Glance

**42**

Countries

**60,000+**

Employees

**\$1 trillion**

In assets under management

**\$60 billion**

Net revenue in 2021

The Challenge

In the world of investment management, network technology is critical. Mitigating outages and increasing network security is top of mind for today's global financial leaders, and our client is no exception.

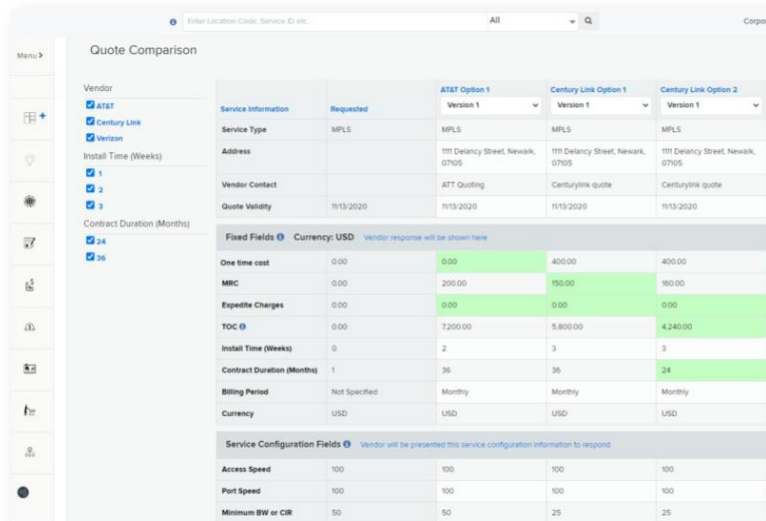
This global investment bank needed to ensure trades on the floor of Wall Street could happen in real-time with minimal latency and sufficient bandwidth uptime. If a server goes down or a fiber cable is cut, millions of dollars can be lost in just a matter of minutes. To ensure employees around the world could be quickly provisioned with new technologies, the client needed more than just a top-tier networking provisioning solution.

With offices all over the world, the client was searching for a trusted partner that could not only provide an end-to-end software solution that enabled the initiation of quotes and orders to global service providers, but also white-glove support from a team of industry experts well-versed in the world of order management for financial institutions.

Prior to partnering with Sakon, this global investment bank had previously kept its network provisioning in-house before trying another outsourced provider. Ultimately, our client realized that to achieve large bandwidth data circuits in a seamless and secure fashion, they needed a specialized partner who could deliver better results—and then some.

The Solution

With the goal of serving a global audience in mind, the client sought a team of experienced networking provisioning professionals that could help scale and secure their current operations while tending to their service orders and quotes at the drop of a hat. Their search eventually led them to partner with Sakon.



The screenshot shows the 'Quote Comparison' interface of the Sakon system. It features a sidebar on the left with a 'Vendor' list (AT&T, Century Link, Verizon) and filters for 'Install Time (Weeks)' (1, 2, 3) and 'Contract Duration (Months)' (24, 36). The main table compares quotes from three vendors: AT&T Option 1, Century Link Option 1, and Century Link Option 2. The table includes columns for 'Service Information', 'Requested', 'Version 1', 'Version 1', and 'Version 1'. The 'Fixed Fields' section shows 'Currency: USD' and 'Vendor response will be shown here'. The 'Service Configuration Fields' section shows 'Access Speed', 'Port Speed', and 'Minimum BW or CIR'.

Vendor	Service Information	Requested	AT&T Option 1	Century Link Option 1	Century Link Option 2
AT&T	MPLS	Version 1	Version 1	Version 1	Version 1
Century Link	MPLS	Version 1	Version 1	Version 1	Version 1
Verizon	MPLS	Version 1	Version 1	Version 1	Version 1
Install Time (Weeks)					
1					
2					
3					
Contract Duration (Months)					
24					
36					
Fixed Fields	Currency: USD	Vendor response will be shown here			
One time cost	0.00	0.00	400.00	400.00	400.00
MBC	0.00	200.00	150.00	150.00	150.00
Expedite Charges	0.00	0.00	0.00	0.00	0.00
TOC	0.00	7,200.00	5,800.00	4,240.00	4,240.00
Install Time (Weeks)	0	2	3	3	3
Contract Duration (Months)	1	36	36	24	24
Billing Period	Not Specified	Monthly	Monthly	Monthly	Monthly
Currency	USD	USD	USD	USD	USD
Service Configuration Fields	Vendor will be presented this service configuration information to respond				
Access Speed	100	100	100	100	100
Port Speed	100	100	100	100	100
Minimum BW or CIR	50	50	25	25	25

Backed by industry experts specializing in every type of managed service, Sakon provided purpose-built software and workflows, as well as industry-leading Service Level Agreements (SLAs). Sakon's process and system-driven governance decreased their overall provisioning installation time so they remained on track towards hitting their goals.

But Sakon went beyond providing just a tailor-made solution that would take into account the investment bank's particular needs and processes. Striking the ideal balance between people, processes, and systems, Sakon provided much-needed peace of mind to the investment bank in regards to meeting network diversity requirements, testing network connectivity throughput upon installation, and ensuring uniformity of services across their global offices.

Diversity Requirements

Managing more than \$1 trillion in assets means people are counting on you to responsibly manage their wealth. In order to meet diversity requirements and avoid downtime at all costs, Sakon works with the engineers and vendor to ensure the global investment bank had two circuits with no overlap in their buildings. This way, in the event of a fiber cut, our client wouldn't have any issues staying up and online.

To further reassure the global investment bank that diversity requirements are being met, Sakon receives written confirmation from all of the vendors stating that they could deliver circuits on time and on budget. This proactive approach to hitting provisioning requirements ensures that, when issues do arise, they are addressed long before any damage can be done.

Global Uniformity

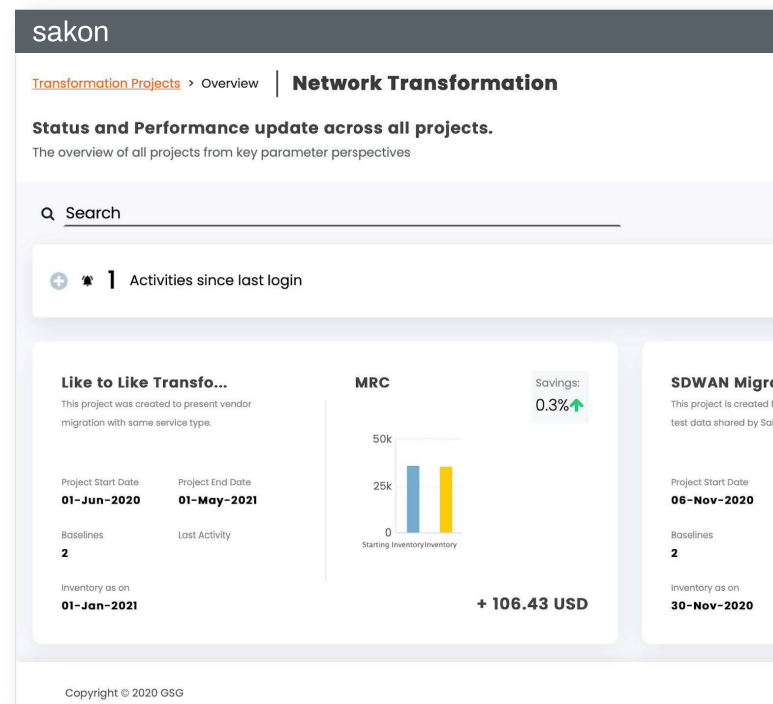
With offices in every region around the world, the global investment bank naturally needs expert support from a team that could overcome language barriers and ensure SLAs are consistent across all locations.

Delivering uniformity and consistency is made easier through Sakon's dedicated managed services team that speaks multiple languages and ensures all employees are following the same processes globally. This, in turn, ensures the experience for the bank's clients is powered by an excellent network, whether they be in Hungary or Hong Kong.

Network Connectivity

In order to reach the full bandwidth of network that is purchased, the global investment bank needs Sakon to guarantee that bandwidth throughput is never an issue. At the end of every network installation, Sakon coordinates speed test reviews to ensure the network is delivered as promised. If speed is ever lower than expected or configuration issues pop up, Sakon catches these red flags during the testing phase so they can be ironed out before deployment.

Understanding the razor-thin margin for error when it comes to network connectivity for global investment banks, Sakon's global provisioning and networking solutions prove to be exactly what the client requires. By enabling expansive bandwidth data circuits that are interregional and international, the global investment bank can rely on their network to deliver as promised.



Client Control

The global investment bank needs tailored provisioning, ordering, and quoting solutions built with their particular business needs in mind. While Sakon proved to be the trusted partner the bank was looking for, the client still remains in the driver's seat with making important network selection decisions.

Provided with parameters set by the client regarding their global network provisioning and ordering requirements, Sakon goes out and solicits the best options, packages them, and presents them to the bank's team for consideration.

Whether the client wants to prioritize a lightning-fast install, cost-friendly solutions, a short vendor contract, or something else altogether, Sakon's solid understanding of the global investment bank's needs and specifications enables them to make better purchasing decisions based on the best options available to them.

Order Quality

Sakon holds itself to high standards, and the same goes for the vendors and carriers they rely on to deliver the connectivity. With measures in place to hold vendors and carriers accountable and provide detailed reporting on services, Sakon is able to provide additional peace of mind for the global investment bank.

On top of order quality, the global investment bank needs orders to be tended to quickly. When a ticket is open, it's immediately on Sakon's radar and responded to in 24 hours or less.

Sakon provides the global investment bank with reporting to demonstrate accountability and measure the success of the partnership. Meeting SLAs isn't just a nicety for one of the world's largest investment management businesses — it's a necessity. Sakon's commitment to going above and beyond baseline standards proves to make all the difference.



Results



1,000+

Network Orders Open
and Closed Per Year



100%

Orders placed on time
and within SLAs



100%

Orders meet rigorous
SLA quality metric



100%

Client Satisfaction

Meet the Integrated Platform To Manage All Your Communications Services

For more information on how Sakon can help your enterprise evolve its global provisioning, ordering, and quoting solutions, **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 needs.

Start Your Demo

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