One of the Nation's Largest Nonprofit Hospital Networks Came to Sakon to Gain Control of Mobility Expenses and End User Devices

sakon

The Nonprofit Hospital Network: By the Numbers
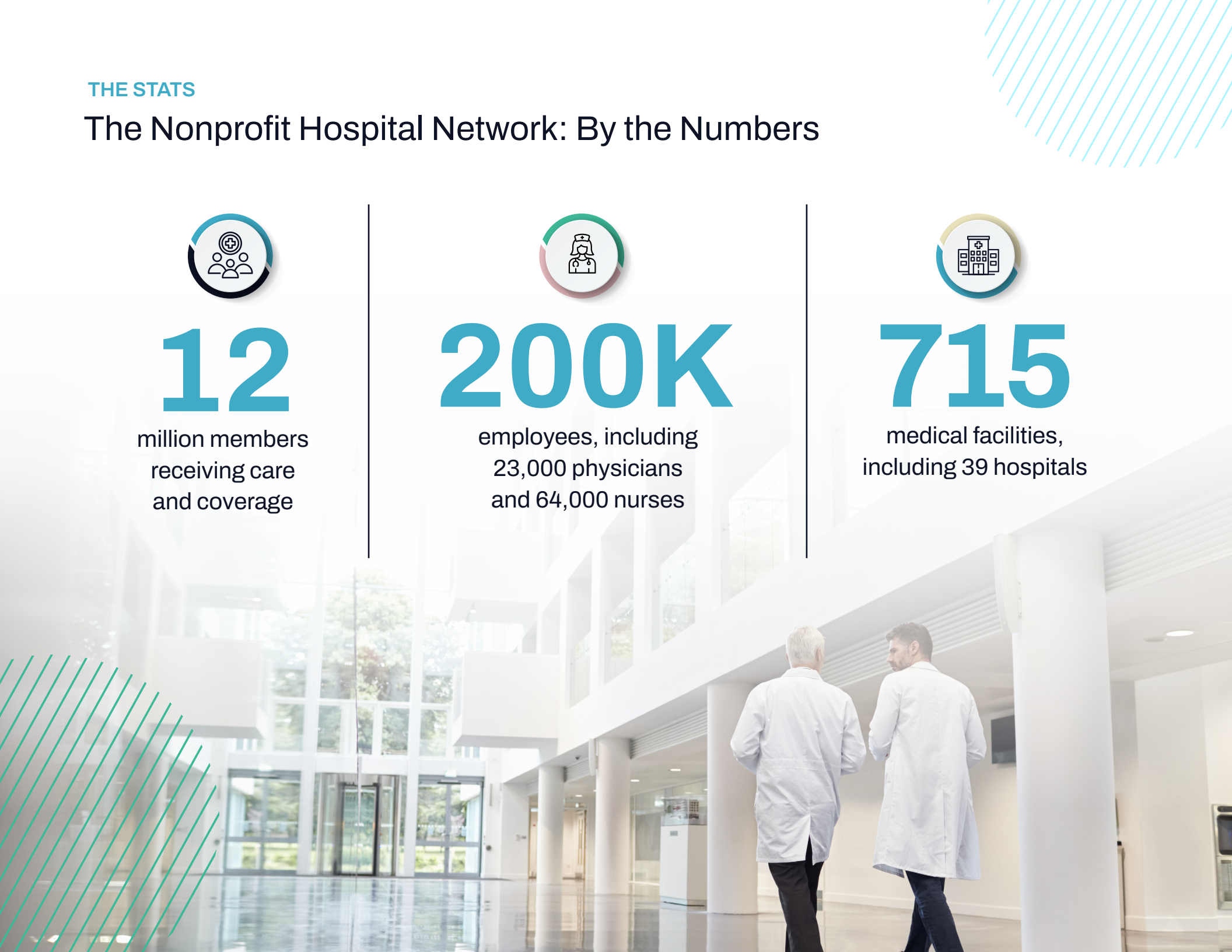
12
million members receiving care and coverage

200K
employees, including 23,000 physicians and 64,000 nurses

715
medical facilities, including 39 hospitals

A Large Number of Admins and Hospital Groups Led to Management Challenges and High Costs

Prior to Sakon, Managed Mobility Services (MMS) posed a massive challenge for the administrative team of this hospital network. With a plethora of hospital groups and networks, plus many different admins, supporting the doctors and nurses with their tablets, phones, and other devices was an incredible undertaking. The End User team simply didn't have the data they needed to properly understand their costs and manage the staff's devices.

1 Siloed data prevented business intelligence and strategic analysis.

2 Lack of intuitive self service resulted in low-end user satisfaction.

3 There was a major compliance risk due to a lack of integration between MDM and HR systems.

4 An ongoing review of data showed a 12% increase in data and an unanticipated rise in voice usage of 84% month over month when employees started working from home during the pandemic.

Laptops, smartphones and Tablets used in a hospital network are vitally important. For legal, compliance and financial reasons, the hospital system must provide these devices to employees. In some states, including California, it is not permissible to have employees use their own devices for business purposes without getting a stipend. The stipends process is complicated. This extra burden is avoidable when the hospital network is able to provide the required devices to all of their staff with a simple to use system.

Beyond this, the admins of the hospital network needed the ability to track the hospital owned devices. When a physician leaves the practice, the hospital network needs the device back. Not only is the device the hospital's property, it has sensitive data on it. When a new physician joins, he or she needs to know which phones they can buy that will be covered by the hospital. If a staff member breaks their phone, they need to know how to get a new one, stat.

Tremendous Cost and Time Savings Were Achieved via Our Platform

This large hospital network had significant challenges, but we met them head on — and solved them! We gave them increased visibility across service and device providers, added the ability to select the best price and delivery time, plus saved them time and money, by digitizing the end-to-end workflow.

We made compliance a serious focus of our platform solutions. As a healthcare provider, necessary HIPAA compliance means they must secure their devices. Not only are we HIPAA compliant, we are the only MMS service provider who can say so. We manage their data in a way that complies with all regulations.

We also trained all administrators on how to use our software. This has saved them a tremendous amount of time dealing with carriers, billing, tickets to IT troubleshooting, and other problems they were suffering with before our partnership.

Deployed Sakon device platform across 92,000+ devices

Centralized and streamlined inventory management

Integrated with HR, MDM (security on the device), ITSM (ServiceNow), and carrier systems

This hospital network is an important pillar of our nation's healthcare. We're honored to be able to help them be more efficient, save on device costs, and improve the experience of doctors, nurses and support staff. Everything we can do to save them money trickles down to patient care. This is what makes what we are doing so rewarding.

Amine Doukkali, Sakon Co-Founder and Chief Operating Officer
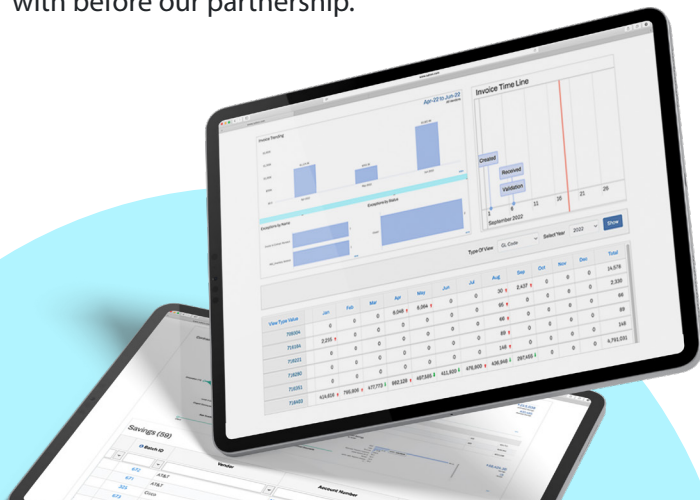
The Outcome of Partnering with Sakon

They made a switch to partner with Sakon and have been enjoying a much better experience ever since.

The Sakon portal made MMS easy! Hospital Admins simply log into our portal and see only the devices they're managing. Who has what device assigned to them? When are they upgrade eligible? The answers to these questions are only the beginning of the visibility and capability made possible with our device platform.

The client was so happy with the results of partnering with Sakon for MMS, they added their laptops to the devices we are managing for them. We're now managing deployments, assignments, and procurement of all physician laptops. We're also managing telecom expense management (TEM) for them, for the entire network, not just their device wireless plans.

Over $2M in annual reduction of mobility expenses realized by providing data visibility and optimization

Administrators are significantly more efficient

40% increased user satisfaction by integrated systems and self-service mobile app

Use Case Example: Offering Agile, Cost-Cutting Responsiveness

During the COVID-19 pandemic, all doctors had to work from home. This meant a nearly overnight change that caused a massive spike in telehealth appointments and cell data usage. Sakon's team quickly noticed this and notified the hospital network of the need to change all physicians to unlimited plans. The hospital network reached out to their service provider with a request to increase their allotments – a request that went unheeded as deemed unnecessary.

The hospital ended up with a 2 million dollar overage bill because the service provider failed to change the plans.

All was not lost, though. Because we caught the issue and made the recommendation — and our client had made a call to their service provider — our client was able to get this money back. As a nonprofit, they are very cost sensitive and this was a big deal to them. Cost overhead for a nonprofit hospital network trickles down patient care and cost.

Experience the Sakon Platform Difference

It takes a lot of people, software, devices, and processes to make a hospital run! We were able to help automate many of this large hospital network's tasks, saving them a large amount of time and headaches.

The results we achieved for this hospital network are far from unique when it comes to the kind of support we provide our clients. If you're interested in seeing for yourself what Sakon can do for your enterprise, contact our team for a personalized demo.

Start Your Demo