

sakon

## **Application Services SKU Descriptions**

Sakon delivers a purpose-built, cloud-based platform to simplify enterprise mobile service management. By unifying mobile device data, analytics, workflows, and experiences, Sakon empowers enterprises to manage every aspect of the modern device lifecycle. Seamlessly integrating with mobility service providers, VARs, ISVs, and OEM platforms, Sakon provides real-time visibility into devices, orders, tickets, and SLAs to streamline operations and elevate the employee experience. Trusted by Fortune 500 companies, Sakon supports corporate-liable, BYOD, Mobile Device as a Service (MDaaS), and hybrid mobility environments, with seamless integration into ServiceNow for enhanced automation and visibility. Learn more at [sakon.com](https://sakon.com)

SKU ID	Short SKU Description	Long SKU Description
GSG-MSM	GSG-MSM bundle includes inventory, expense management, optimization, procurement/fulfillment, 24/7 Tier 1 and 2 HD and mobile app	<b>Functional Elements Included:</b> <ol style="list-style-type: none"> <li>1. Inventory Management - Inventory of devices and services, updated through MACD, validated against carrier and MDM records.</li> <li>2. Expense Management - Invoice processing including audit, dispute management and creation of payment files.</li> <li>3. Optimization - Monthly review of zero use, overages and other usage/entitlement issues. Quarterly pool rightsizing.</li> <li>4. Procurement/Fulfillment - Role based catalogs, automated workflows, inventory updates and pre-defined approval rules.</li> <li>5. Mobile App - End user visibility to inventory, expense and service ticket status through an iOS or Android application.</li> <li>6. 24x7 Tier 1 and 2 Help Desk - support for devices, software and connectivity issues through phone, chat or email.</li> </ol>
GSG-MEM	GSG-MEM bundle includes inventory, expense management, optimization, procurement/fulfillment and mobile a	<b>Functional Elements Included:</b> <ol style="list-style-type: none"> <li>1. Inventory Management - Inventory of devices and services, updated through MACD, validated against carrier and MDM records.</li> <li>2. Expense Management - Invoice processing including audit, dispute management and creation of payment files.</li> <li>3. Optimization - Monthly review of zero use, overages and other usage/entitlement issues. Quarterly pool rightsizing.</li> <li>4. Procurement/Fulfillment - Role based catalogs, automated workflows, inventory updates and pre-defined approval rules.</li> <li>5. Mobile App - End user visibility to inventory, expense and service ticket status through an iOS or Android application.</li> </ol>

GSG-MSM-NVZ	GSG-MSM bundle includes inventory, expense management, optimization, procurement/fulfillment, 24/7 Tier 1 and 2 HD and mobile app	<b>Functional Elements Included:</b> <ol style="list-style-type: none"> <li>1. Inventory Management - Inventory of devices and services, updated through MACD, validated against carrier and MDM records.</li> <li>2. Expense Management - Invoice processing including audit, dispute management and creation of payment files.</li> <li>3. Optimization - Monthly review of zero use, overages and other usage/entitlement issues. Quarterly pool rightsizing.</li> <li>4. Procurement/Fulfillment - Role based catalogs, automated workflows, inventory updates and pre-defined approval rules.</li> <li>5. Mobile App - End user visibility to inventory, expense and service ticket status through an iOS or Android application.</li> <li>6. 24x7 Tier 1 and 2 Help Desk - support for devices, software and connectivity issues through phone, chat or email.</li> </ol>
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BASE-APP	Basic Support Portal for Verizon lines	<b>The Base App is a web portal that covers the following:</b> <ul style="list-style-type: none"> <li>- Display Inventory of lines, devices and user assignments</li> <li>- Monthly import of invoice data and present it in the application</li> <li>- Automated Allocation Report</li> <li>- Daily API ingestion of MDM and UEM data</li> <li>- Automated reports covering: Spend per Line and User, Number Analysis, Missing Assignments</li> <li>- Basic Monthly Reporting: Includes automated tracking of Zero Use lines, Overages, Top 10 users</li> </ul>

		<ul style="list-style-type: none"> <li>- Advanced Reporting: Includes Bi-Annual Pool Review and Feature Analysis</li> <li>- Chat Support 12 x 5 from 8am to 8pm EST</li> </ul> <p>Self-service for up to 5 administrators. Self-Service requests include: Activate, Suspend, Cancel, Change Plan, Port Number. A link to MyBusiness is provided within the self-service landing page to order devices. This Self-Service option doesn't include HR integration, entitlement, or approvals.</p>
ADV-APP	Advanced Support Portal for Verizon lines	<p><b>The Advanced App is a web portal that covers the following:</b></p> <ul style="list-style-type: none"> <li>- Display Inventory of lines, devices and user assignments</li> <li>- Monthly import of invoice data and present it in the application</li> <li>- Automated Allocation Report</li> <li>- Daily API ingestion of MDM and UEM data</li> <li>- Automated reports covering: Spend per Line and User, Number Analysis, Missing Assignments</li> <li>- Basic Monthly reporting: Includes automated tracking of Zero Use lines, Overages, Top 10 users</li> <li>- Advanced reporting: Includes Bi-Annual Pool Review and Feature Analysis</li> <li>- Chat Support 12 x 5 from 8am to 8pm EST</li> </ul> <p>Self-service for end-users and administrators (up to 10 admins). Self-Service requests include: Order Device from a catalog (up to 20 devices), Activate, Suspend, Cancel, Change Plan, Port Number (SIM, reactivating a line after suspension).</p> <p>Includes HR integration: ingestion of a daily/weekly/monthly people file to device role, entitlement, and approval rules)</p>
BASE-APP-NVZ	Basic Support Portal for non-Verizon lines	<p><b>The Base App is a web portal that covers the following:</b></p> <ul style="list-style-type: none"> <li>- Display Inventory of lines, devices and user assignments</li> <li>- Monthly import of invoice data and present it in the application</li> <li>- Automated Allocation Report</li> <li>- Daily API ingestion of MDM and UEM data</li> <li>- Automated reports covering: Spend per Line and</li> </ul>

		<p>User, Number Analysis, Missing Assignments</p> <ul style="list-style-type: none"> <li>- Basic Monthly Reporting: Includes automated tracking of Zero Use lines, Overages, Top 10 users</li> <li>- Advanced Reporting: Includes Bi-Annual Pool Review and Feature Analysis</li> <li>- Chat Support 12 x 5 from 8am to 8pm EST</li> </ul> <p>Self-service for up to 5 administrators. Self-Service requests include: Activate, Suspend, Cancel, Change Plan, Port Number. A link to the non-Verizon carrier portal (if any) is provided within the self-service landing page to order devices. This Self-Service option doesn't include HR integration, entitlement, or approvals.</p>
ADV-APP-NVZ	Advanced Support Portal for non-Verizon lines	<p><b>The Advanced App is a web portal that covers the following:</b></p> <ul style="list-style-type: none"> <li>- Display Inventory of lines, devices and user assignments</li> <li>- Monthly import of invoice data and present it in the application</li> <li>- Automated Allocation Report</li> <li>- Daily API ingestion of MDM and UEM data</li> <li>- Automated reports covering: Spend per Line and User, Number Analysis, Missing Assignments</li> <li>- Basic Monthly reporting: Includes automated tracking of Zero Use lines, Overages, Top 10 users</li> <li>- Advanced reporting: Includes Bi-Annual Pool Review and Feature Analysis</li> <li>- Chat Support 12 x 5 from 8am to 8pm EST</li> </ul> <p>Self-service for End-users and Administrators (up to 10 admins). Self-Service requests include: Order Device from a catalog (up to 20 devices), Activate, Suspend, Cancel, Change Plan, Port Number (SIM, reactivating a line after suspension. Includes HR integration: ingestion of a daily/weekly/monthly people file to device role, entitlement, and approval rules)</p>
SSP-Catalog	Self-Service Catalog includes Device Ordering from a catalog	Self-Service Catalog includes Device Ordering from a catalog (up to 20 devices). **Requires BASE-APP
SSP-Catalog-NVZ	Self-Service Catalog includes Device Ordering from a catalog	Self-Service Catalog includes Device Ordering from a catalog (up to 20 devices). **Requires BASE-APP-NVZ

CUSTM-WORKFLOW	Subscription to support customized workflows	Custom Workflows implements any non-standard workflow that makes certain changes in the configuration of the platform or the process by which the data is ingested or processed to achieve the customer's desired outcome.
REPAIR-MGMT	Subscription to support the Repair workflow	Repair Management leverages input from the customer's repair vendor to report on status of the device.
RECYCLING-MGMT	Subscription to support the Recycling workflow	Recycling Management leverages input from the customer's recycling vendor to report on status of the device.
REMARKT-MGMT	Subscription to support the Remarketing workflow	Remarketing Management leverages input from the customer's remarketing vendor to report on status of the device.
RETURN-MGMT	Subscription to support Device Return workflow	Return Management is an automated email campaign to remind users to return devices. It also leverages input from the customer's depot vendor to report on status of the devices.
STCKROOM-MGMT	Subscription to support Stockroom Inventory workflow	Stockroom Management leverages input from the customer's depot vendor to report on inventory and status of devices in the Stockroom.
REPORT-BASIC	Basic Reporting covering zero use lines, data pools, and overages	Basic Reporting provides quarterly reports covering zero use lines, data pools, and overages.
REPORT-ADVANCED	Basic Reporting plus dispute management reports and customized reports	Advanced includes all Basic Reporting features plus dispute management reports, and customized reports.
REPORT-CUSTOM	Advanced Reporting plus in-cycle reports of usage and alerts	Custom includes all Advanced reporting plus in-cycle reports of usage and alerts.
FULLFILL-T1	Type 1 is fulfillment transactions that can be completed in 20 minutes or less	Type 1 fulfillment transaction can be completed in 20 minutes or less. It involves manual inputting of data in the carrier system to place an order, retrieving order details and shipping information.
FULLFILL-T2	Type 2 is fulfillment transactions that can be completed in 30 minutes or less	Type 2 fulfillment transaction can be completed in 30 minutes or less. It involves manual inputting of data in the carrier system to place an order, retrieving order details and shipping information, plus additional customer order requirements.
FULLFILL-T3	Type 3 is fulfillment transactions that can be completed in 45 minutes or less	Type 3 fulfillment transaction can be completed in 45 minutes or less. It involves manual inputting of data in the carrier system to place an order, retrieving order details and shipping information, plus additional customer order requirements.

VCHD-T1	English, email + chat + voice, 12x5, 8am EST to 8pm EST	English, email + chat + voice, 12x5, 8am EST to 8pm EST
VCHD-T2	English + French + Spanish, email + chat + voice, 12x5, 8am EST to 8pm EST	English + French + Spanish, email + chat + voice, 12x5, 8am EST to 8pm EST
VCHD-T3	English + French + Spanish, email + chat + voice, 24x7	English + French + Spanish, email + chat + voice, 24x7
CHAT-ADV	Advanced Chat: English + French + Spanish, email + chat, 24x7	English + French + Spanish, email + chat, 24x7
DEPOT-T1	Shelf or Cage space to store up to 100 devices	Shelf or Cage space dedicated to a customer at the Sakon location, to store up to 100 devices.
DEPOT-T2	Shelf or Cage space to store up to 400 devices	Shelf or Cage space dedicated to a customer at the Sakon location, to store up to 400 devices.
DEPOT-T3	Shelf or Cage space to store up to 700 devices	Shelf or Cage space dedicated to a customer at the Sakon location, to store up to 700 devices.
DEPLOY-PACK	Deployment Pack of 15 deployment transactions per month (subscription)	Deployment pack is all activity to pick, pack and ship a device. Comes in a pack of 15. Customer may add multiple packs as needed. This is a monthly subscription.
DEPLOY-SUBSCRPT	Deployment subscription is the transactions equal to 3% of the lines under management per month (subscription)	Deployment subscription is all activity to pick, pack and ship a device. Customer purchases as a deployment-as-a-service model. This is a monthly subscription for a number of transactions equal to 3% of the lines under management.
DEPLOY-T1	Type 1 is a deployment transaction that can be completed in 15 minutes or less	Type 1 Deployment is all activity to pick, pack and ship a device.
DEPLOY-T2	Type 2 is a deployment transaction that can be completed in 30 minutes or less	Type 2 Deployment is all activity to pick, pack and ship a device and add accessories or printed instructions.
DEPLOY-T3	Type 3 is a deployment transaction that can be completed in 45 minutes or less (transaction)	Type 3 Deployment is all activity to pick, pack and ship a device and add accessories or printed instructions. Additionally provides charging the device before shipping.
IMPLMTN-	Implementation Unit is a billing unit of work used to set up of a	Implementation Unit is a billing unit of work used to set up a SKU.

UNIT	SKU	Level of effort (number of units) is based on customer requirement and agreed on before ordering.
SPCL-PRJCT-UNIT	Special Project Unit is a billing unit of work used to set up a special one-time project requested by the customer	Special Project Unit is a billing unit of work used to set up a special one-time project requested by the customer. A Special Project includes tasks that may arise from the full lifecycle management activities, such as the creation of custom reports to adhoc one time projects. Level of effort (number of units) is based on customer requirement and agreed on before ordering.