



## SOLUTION CATEGORY

Services

## REGIONS SUPPORTED

North America  
Europe  
APAC  
South/Central America  
Middle East/Africa

## YEAR FOUNDED

2003

## CORPORATE HEADQUARTERS

Concord, MA (USA)

## REGIONAL OFFICES

Burlington, VT (US Operations)  
Miami, FL (IT and Development)  
Pune, India (Operations Center of Excellence)

## CONTACT

300 Baker Avenue, Suite 280  
Concord, MA 01742  
<https://www.sakon.com/>  
800-601-1641

## Efficiency First® Certified Solution Vendor Profile

### SAKON

Sakon is a telecom and network technology leader that has helped global enterprises organize, understand, and intelligently manage their communications ecosystems since 2003. With headquarters in Concord, Massachusetts and a Global Delivery Center in Pune, India, the Sakon team numbers more than 400 employees worldwide. Sakon serves over 150 enterprise customers, and its technology is used by the world's top systems integrators and outsourced services providers. It currently manages over \$5 billion in technology expenses annually.

Sakon's unique platform is powered by Synkronize a proprietary data engine that links the source and transaction data from network, mobile and SaaS providers to HR, location and financial data from enterprise systems. It normalizes the information across different carriers, service types, geographies and currencies, providing a single pane of glass view across the enterprise. Sakon's open API-based architecture facilitates connections to other purpose-built systems to coordinate activities and provide visibility across systems. And its proven and effective three-way match continuously validates the data, comparing it to assets, contracts and costs.

Sakon's solution has been certified ISO 27001 compliant and has also achieved both SOC1 and SOC2 compliance. Sakon has been Safe Harbor certified for several years and completed a comprehensive audit to confirm its adherence to recently enacted GDPR regulations.

### KEY SERVICES

- Technology Expense Management
- Sourcing and Procurement Management
- Managed Mobility Services
- Service Optimization
- SaaS Management
- BYOD Management
- Network Transformation
- Business intelligence tools include a comprehensive list of standard reports, a report scheduler, report creation tools and a data warehouse

### SERVICES OVERVIEW

We employ a unique, Software as a Service (SaaS) forward approach, to the delivery of global integrated managed services, combining a network of best-in-industry service providers and our own pioneering Center of Excellence. Leveraging the Sakon platform and the time-tested business processes we have developed, we provide global presence, local knowledge and compliance with regional regulatory requirements.



## EFFICIENCY FIRST® SOLUTION CERTIFICATION

During the extensive Efficiency First® Solution Certification Program, Sakon's alignment of its services were/was evaluated and certified against stringent Efficiency First® Framework principles; performance and client experience were also evaluated and scored.

Sakon's solutions were certified for alignment with the Efficiency First® Framework Model activities as follows:

### Fixed Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Disaster Recovery
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Network Design
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Reporting
- Risk Management
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy

### Mobile Telecom Service Management Solution Alignment:

- Asset Inventory Management
- Auditing
- Budgeting & Forecasting
- Business Analysis
- Change Control
- Contract Management
- Disaster Recovery
- Exception Management
- Governance
- Help Desk
- Invoice Processing
- KPI Measurement
- Mobile Application Management
- Mobile Content Management
- Mobile Device Management
- Network Design
- Optimization
- Policy
- Project Management
- Regulatory Compliance
- Reporting
- Risk Management
- Security
- Service Delivery
- Service Inventory Management
- Service Ordering
- Sourcing & Procurement
- Strategy



## KEY STRENGTHS

### AOTMP Perspective

AOTMP identified several notable strengths during the Efficiency First® Solution Certification Program:

**Account Management:** Sakon provides responsive, professional account management personnel that is likely to drive positive customer interactions.

**Technology:** Sakon offers a clean, easy to use, intuitive platform that facilitates quick decision-making and positive user experiences.

**Implementation:** Sakon uses an agile project management methodology supported by detailed project plans and subject-matter experts, increasing the likelihood for successful implementations.

**Processes:** Sakon's business process and governance-driven focus is conducive to developing a solution for client's that meet their business objectives.

**Managed Services:** With extensive tracking and reporting of SLO and KPI performance, Sakon demonstrates a commitment to providing the highest levels of service and performance.

### Enterprise Perspective

Sakon's clients identified financial and operational benefits gained by the business relationship. Clients specifically cited cost reduction benefits that have delivered positive financial impact. One client in particular mentioned seven-figure cost savings. Operational benefits cited by clients include reductions in internal staff time and effort and improved visibility and control. Sakon staff were also cited as being responsive and delivering results.

### Efficiency First® Solution Certification

AOTMP Efficiency First® Certified Solution status is achieved by vendors that complete a certification program. The Program consists of diagnostic and scoring elements in which the vendor's solution capabilities are evaluated for alignment with AOTMP's Efficiency First® Framework, a disciplined best practice-driven approach to managing telecom, mobility and technology environments.

Solution capabilities are then analyzed and scored against a standardized Efficiency First® Vendor Solution scoring scale, using performance data collected from the vendor and client performance ratings collected directly from the vendor's clients.

AOTMP Efficiency First® Certified Solution vendors possess solution capabilities aligned with Efficiency First® Framework principles and are likely to positively impact the efficiency of an enterprise's telecom, mobility and technology environment and their adoption of the Framework.