



Mobility Case Study

Client Profile

- **Client:** Medical Device Maker
- **Industry:** Manufacturing
- **# of Devices:** 9,000
- **# of Employees:** 33,000

SaaS Applications

- Mobility and IoT
- BYOD Stipend Management
- Sourcing
- Expense Management

Managed Services

- Device and Services Inventory Build and Management
- BYOD Stipend Custom Direct-Pay
- Invoice Lifecycle Management
- Contracts Management
- Plan and Pool Optimization Recommendations
- Reporting and Compliance Insights

About Sakon

Headquartered in Concord, Massachusetts, U.S., privately owned Sakon has 500 employees, including a global delivery center in Pune, India. It provides control and insight for enterprise communications ecosystems through a SaaS-based platform, services and a self-service mobile app. Sakon manages global communications inventory (wireline, network, wireless, IoT, SaaS), usage and cost optimization, sourcing, and supports network transformation. Its MDaaS and BYOD solutions enable enterprises to transition away from device ownership. The platform is composed of six applications (mobility and IoT, network services, cloud application management, expense management, sourcing, and transformation management) to automate processes and deliver efficiencies to the global enterprise.

Sakon

300 Baker Avenue, Suite 280
Concord, MA 01742
www.Sakon.com

Medical Device Manufacturer Masters Stipend Management for BYOD Users With Surgical Precision in a Single Hybrid Device-Ownership Mobility Platform

The Customer's Situation

A global medical device manufacturer with over 9,000 mobile service lines needs to significantly improve their complex BYOD stipend payment process and scale their BYOD program across 8 Business Units. They lack a way for end users to easily sign up for stipends and are aware that they also need an automated way to validate stipend eligibility, as corporate liable users are wrongly being paid a BYOD stipend. A further complication, they also require that stipend payments be made by the MMS provider *directly* to thousands of BYOD user's mobile carrier accounts.

Business Impact

- End user satisfaction scores are low and frustrations high, as stipend requests are slowly and manually processed via email.
- Because there is no validation process, many ineligible users are wrongly being sent monthly stipends, which is suspected of inflating expenses by mid five-figures monthly.
- Mobility program management and data insights are very difficult due to the incumbent provider housing data for only the corporate liable lines.

Solution: *Mobility Managed Services with Stipend Mgmt*

Sakon's **Mobility and IoT** application includes traditional management of corporate-liable lines together with broader "hybrid-environment" capabilities supporting BYOD, stipend payments, device sourcing, mobile device-as-a-service (MDaaS), procure & deploy, staging & kitting, digital workspace, governance & compliance, services orchestration and end user & lifecycle management, delivered via the Sakon Platform.

Results

- Sakon's HRIS integration now automatically validates employee eligibility to receive a monthly stipend and stopped stipends in error to corporate liable service users.
- Together with stipend validation, opportunities for optimization have produced \$1.3 million USD in annual cost savings in ten months.
- Sakon also automated the stipend request sign up process and applies BYOD stipend payments every month directly to employees' carrier billing accounts instead of in paycheck.
- Since implementing all corporate liable devices and lines together with all BYOD inventory, a new level of visibility now exists and this has helped raise end-user satisfaction scores 68% as the Sakon Platform is integral in orchestrating all MACD order fulfillments and help desk resolutions for this customer.