



Network Transformation Study

Client Profile

- **Client:** Car Rental Company
- **Industry:** Automotive Retailing
- **Annual Spend:** \$7,960,000.
- **# of Circuits:** 4000
- **# of Locations:** 2124

SaaS Applications

- Transformation Management
- Sourcing
- Network Services
- Expense Management

Managed Services

- Device and Services Inventory Build and Management
- Order Management
- Invoice Lifecycle Management
- Contracts Management
- 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.

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Global Car Rental Company Drives SDWAN Network Transformation, Gains Global Inventory and Now Opens New Sites in 2 Days With Sakon Platform

The Customer's Situation

This global car rental company wants to safeguard long-term business success by transforming its outdated global network to a modern software-defined SDWAN network. Currently, vital inventory and locations data from IT and real estate systems are invalid, incomplete and in siloes. Although there is an incumbent TEM provider, that system is primarily used for charge allocations and accounts payable.

Business Impact

- From 'where to begin,' to 'how to manage,' the network transformation project is made much more challenging as site validations are manual.
- Without visibility to inventory and contract terms, this client incurs exorbitant and unplanned carrier billed services that often accompany 'low-cost' internet services (the fine print). One example - we revealed \$7 million USD of unbudgeted LEC and cLEC costs across 200 sites.
- Today, with the current state of data and legacy technology, it takes roughly 3-4 months to open a new site location.

Solution: Network Transformation

Sakon's **Transformation Management** application includes global inventory management, services and hardware program order management, and ROI tracking, enabling IT teams to know exactly where to start in any transformation effort, model 'what-if' scenarios, completely manage large scale network migrations and report on savings down to the site location.

Results

- Sakon created a complete and accurate inventory of all legacy services and validated all site locations manually. Now this client knows the exact details it needs to properly transform and modernize its network for the lowest cost.
- When there are multiple points of presence at an airport, we have configured a useful hierarchy of site locations so the client can view costs and service details for all - or part of - that site structure.
- Sakon migrated the client's former TEM system to the Sakon platform using agile implementation methods without issue. For convenience, compliance, and reliability, we also improved their AP integration and provided a data archive for ad-hoc access to legacy TEM data and orders.
- This client's NOC and Helpdesk have access to the new Sakon platform for improved internal service capabilities.
- *Sakon managed all new transformation service and equipment orders, fulfillment, new inventory, and invoice processing, enabling ROI analysis at the site level.*
- Complete network transformation - including strategic redundancies - has truly modernized the network and set up an environment for future business success, so much so, that the time required to open a new site has dropped from 3-4 months to 48 hours.