



GAINS INDEPENDENT CONFIRMATION OF
ITS CAPABILITIES, PERFORMANCE WITH
AOTMP® EFFICIENCY FIRST®
CERTIFICATION

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Sakon, a key player in telecom, mobility and cloud management since 2003, spent 2018 bringing its technology and expertise directly to the enterprise. Throughout the previous years, the vendor primarily supported large systems integrator clients with communications lifecycle management software and implementation services – and continues to do so. As part of its growth strategy, Sakon decided to pursue – and earned – AOTMP®’s Efficiency First® vendor solution certification to add third-party validation verifying its capabilities, performance and client experience.

Achieving this designation is not easy. Not every vendor that seeks Efficiency First® certification earns it. The methodology is objective and quantified, and the process extensive. Vendors must meet specific thresholds in specific areas and allow AOTMP confidential access to information that substantiates vendor claims. Sakon attained very high ratings, gaining Efficiency First® certification for its TEM lifecycle and enterprise mobility management services. The certification lasts through 2020. Andy Goorno, Sakon CEO and Co-Founder, said he wanted Sakon to go after Efficiency First® certification in response to client requests.

“Over the last few years, we’ve been asked by customers for certifications for technical operations, certifications related to our industry, to assure them the technology investment they are making with us is well founded and based on verifiable performance standards,” Goorno said. “The Efficiency First® Framework certification provides us with independent confirmation that our solution is in alignment with industry standards.”

And for vendors, including Sakon, with software as a service platforms, compliance requirements such as General Data Protection Regulation increase the need for certifications such as that of the Efficiency First® Framework, Goorno added.

“This just lends us a lot of credibility,” he said.

This means that not only does Sakon benefit, so do its clients.

“Our customers, who are generally large enterprises, are coming to us for very comprehensive solutions.

Managing their communications services estates, including wireline and mobile, is growing in cost, complexity and strategic importance – and changing very rapidly – so they’re looking for partners that have expertise and experience in the various areas AOTMP® checks and certifies,” Goorno said. “This certification validates that Sakon combines expertise and best practices customers can rely on.”

Indeed, Sakon garnered very high client satisfaction ratings, and Goorno is proud to speak to the reasons why.

“It comes down to a multitude of capabilities and the people we’ve brought together over the years that comprise the terrific Sakon team,” he said. “We have more than 100 people with more than 10 years’ experience managing TEM and MMS. Think about that. And that’s just part of the story. We also have 300 more people with an array of talents from coding and development to client service and delivery, rounding out what is hands down the best team in the industry. Another of our core strengths is the platform. It’s extremely intuitive, making it easy to manage various processes and communicate with our team. Customers appreciate the value they get from our people and technology, our commitment to them, and where we’re taking them as part of our vision for the future.”

Part of that vision pertains to helping companies handle technology changes.

“Budgets for legacy telecom are getting cut to fund new telecom, so we’re consulting with them on how they build their inventory to use that for cost takeout and for network transformation,” Goorno said. “Many times these initiatives don’t create savings so being able to do that is a big deal.”

Sakon also is seeing renewed interest in the BYOD mobility model as more enterprises look for ways to reduce expenses. BYOD doesn’t always cost less or come easier than its corporate-liable counterpart, so it is imperative to have a platform that meets the unique BYOD requirements of the modern mobile enterprise. Sakon has one. The company is also having success converting clients to mobile device as a service (MDaaS), saving them significant capex and easing administrative complexity.

In fact, mobility has grown into one of the biggest challenges Sakon is helping enterprises to tackle.

“The number of devices that an employee can have might have been one or two a few years ago,” Goorno said. “Now they can have four or five. So device sprawl and managing those devices is a major issue.”

At the same time, more organizations face tight financial constraints. Shifting to new technologies, or new models for existing technologies, makes dealing with restrictions more difficult. Enterprises need expertise analyzing what will work best, how to perform change management that ties into contracts and MACD processes, and more, said Goorno.

“This is all very hard for companies to do on their own.”

Along those lines, Sakon continues to help customers tackle one pervasive telecom and mobility management challenge: inventory.

“It is continually a topic of interest because some of our competitors are still not building that detailed line-level inventory that enables an enterprise to use it in a valuable way – to audit against monthly, to use for demand sets and procurement, to use for transformation, to know what they have at every location,” Goorno said. “It’s more important than ever to have that inventory as environments are changing quickly.”

Finally, Sakon is emphasizing the value of enterprises giving their employees positive experiences with technology.

“Enterprises are challenged to do that and when they don’t have a good handle on environmental and operational processes, they can’t provide the same consumer-type support that others can through applications and automation,” Goorno said.

Sakon intends to spend the coming years supporting organizations in all the aforementioned areas, but not just with expense management.

KEY SAKON INITIATIVES FOR 2019

Sakon has efforts underway that will help enterprises on several fronts.

The first zeroes in on mobility, which, again, is growing ever more unwieldy, especially as more enterprises opt for BYOD. Sakon is also emphasizing the benefits of mobility as a service and enabling that with an app for administrators. The next ties to making processes and activities more efficient, an undertaking AOTMP knows enterprises will value. Sakon is implementing more emerging technologies, including robotic process automation (RPA), and other tools that automate data.

In addition, Sakon is enabling more help desk and logistics capabilities throughout the globe and adding data centers in Europe to meet stringent security standards. Finally, Sakon has developed a network transformation solution and associated components as more organizations migrate to SD-WAN.

The vendor oversees aspects including project management and showing customers how to measure return on investment and more. “We have tools to prove to the CIO that this is a smart decision,” Goorno said.

“We’ve been very aware of how this industry started, which was based on expense management,” Goorno said. “But what’s always been missing is the ability to do management of services. One of our biggest differentiators is our focus on orchestrating and managing services, no matter what kind, and the process, and of course doing all of the expense management functions.”

That Sakon boasts the AOTMP Efficiency First® vendor solution certification backs up Goorno’s statement. And Goorno expects the designation to benefit enterprise customers and their employees alike.

“It was an eye-opening experience, one that validated our customer-centric approach and attention to detail,” he said. “I’m very happy we went through this process.”