



## AOTMP EFFICIENCY FIRST® CERTIFIED SOLUTION VENDOR

**950** out of 1,000 pts



Sakon scored 950 out of 1,000 possible points qualifying its offering as an AOTMP Efficiency First® Certified Solution Vendor. 900 points or greater out of 1,000 possible points is required to achieve certification.

The Sakon solutions have earned TEM Lifecycle and Enterprise Mobility Management Efficiency First® Solution Certification in the Services Certification Category.

### SOLUTION PERFORMANCE

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.

### CUSTOMER QUOTES:

*“The Sakon team has worked well with us and was successful in finding substantial savings for our company. We also found their Wireline Manager tool to be one of the better ones on the market.”*

*“They deliver results, stay actively engaged in our services and work, have a consistent cadence to making recommendations and presenting information and have earned our trust.”*

*“They have delivered what they promised.”*

*“Customer service and support is responsive and professional. The quality of the product is good, user interface is intuitive. The platform is easily configurable to meet our needs. The level of visibility to spend and inventory has made a significant impact on our bottom line. The implementation team demonstrates that Sakon is a true SME in the field.”*

*“Savings have been realized in terms of mobile expense management as well as staff hours.”*

*“Having all of our invoices in one place with quick access to information has been most helpful. The dashboards have been a great tool as well.”*



## KEY STRENGTHS

**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 clients 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.

### About AOTMP

AOTMP® is a leading global information, services and advisory firm for next generation telecom/mobility/IT management best practices and industry standards for organizations and the vendors who support them. Best practices cover network services, carrier services, mobility and IoT solutions, cloud solutions, software, hardware, and emerging technologies that impact telecom environment performance. Using information, data and compiled analytics from thousands of telecom environments worldwide, AOTMP® solutions help enterprises drive performance, efficiency and productivity while significantly reducing costs; and help vendors provide a new level of value to their customers. AOTMP®'s solutions are based on its patented Efficiency First® Framework methodology and are the foundation for telecom/mobility/IT management Centers of Excellence being built across the globe.

### Efficiency First® Solution Certification Vendor

AOTMP Efficiency First® Certified Solution Vendor 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. Sakon's clients participated in a client experience questionnaire to gauge satisfaction with the performance and quality of its solution capabilities. Collected responses were analyzed and scored against a standardized Efficiency First® Vendor Solution Certification scoring scale.

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.



## 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

## About 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.

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

Sakon employs 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 their own pioneering Center of Excellence. Leveraging the Sakon platform and the time-tested business processes Sakon has developed and provide a global presence, local knowledge and compliance with regional regulatory requirements.