



End to End Life Cycle Support Service for an ISV Major

CASE SUMMARY

Need

Client has many products in its product lines hence facing challenges in managing the entire suite of products. Need for end- to-end product life cycle support service.

Solution

End-to-end support from product development, implementation and testing services for entire suites of products.

Benefits

End-to-end product life cycle resulted in reduction in cost of product ownership and helped to expand to different Geos.

Product Engineering
Enterprise IT Services
Technology Infrastructure



DEPTH MAKES A DIFFERENCE

BUSINESS CHALLENGE

- Outsource the product ownership
- Reduction of corporate overheads
- Increase in automation and tooling
- Bringing partner for managing end to end product life cycle
- Expand Geos
- Support existing customers
- Implement products for new customers

SONATA'S TECHNOLOGY SOLUTION

- Core Product Engineering and Customizations Service for entire suite of products
- Provided Sustenance and Support Service for 3.0 / 4.0 and AX 2009
- Program Management Service for AX SE Hot Fixes / CDCRs / Collaboration Services
- End-to-End Test activities
Product Implementation Services

BUSINESS BENEFITS

- 25+ Product Implementation Service across Geo
- Reduction 60% cost
- End-to-End Support right from product development to sales & distribution
- 90% Test Automation
- Test Sustenance Framework
- Highly Scalable and Self-Sustained Team



ABOUT SONATA SOFTWARE

Sonata Software is a global IT services firm focused on catalyzing transformational IT initiatives of its clients through deep domain knowledge, technology expertise and customer commitment. The company delivers innovative new solutions for Travel, Retail and Consumer Goods industries by integrating technologies such as Omni-Channel Commerce, Mobility, Analytics, Cloud and ERP, to drive enhanced customer engagement, operations efficiency and return on IT investments. A trusted long-term service provider to Fortune 500 companies across both the software product development and enterprise business segments, Sonata seeks to add differentiated value to leadership who want to make an impact on their businesses, with IT.



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