



# Managed Testing Services for World's Largest ISV

## CASE SUMMARY

### Need

Build testing services to improve market release for different CRM products.

### Solution

Clear definition of the training requirements, provide training & documentation for higher productivity

### Benefits

Reduction in rising engineering costs and optimized resource skills by training in the identified areas

Product Engineering  
Enterprise IT Services  
Technology Infrastructure



**DEPTH MAKES A DIFFERENCE**

## BUSINESS CHALLENGE

- Shorter release-to-market cycles for the various CRM product versions requiring shorter and comprehensive testing cycles
  - Impacted SLA adherence owing to frequent version updates for the product and lack of skill for focused testing
  - Rising backlog of requests, requiring frequent updates and corresponding testing needs
  - Rising engineering costs
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## SONATA'S TECHNOLOGY SOLUTION

- Metrics based delivery ensuring transparency and traceability
  - Identified training requirements using skill vs productivity mapping to understand skills required for higher productivity
  - Identify vulnerable areas in the product, more prone to errors and placed more focus on training resources in the identified areas
  - Extensive documentation of KEDB that act as a reference guide for future resolution
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## BUSINESS BENEFITS

- Average resolution time of bugs brought down from 13 hrs to 3 hrs
- SLA adherence increased from 75% to 90% within 12 months of engagement
- Team strength optimized from 70 FTEs to 50 FTEs
- TCO reduction by 40%
- Shift from a resource based pricing model to output based pricing model



### 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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