Modernisation to meet the evolving digital needs of customers for a shipping giant

About the Company

The client manufactures refrigerated containers and refrigeration machines to customers in the intermodal industry, covering shipping lines, fruit multinationals and leasing companies

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Business Need

The key drivers to modernization were:

- The client wanted to replace the existing legacy ERP with Microsoft Dynamics AX7 implementation, and build additional business features on Microsoft Dynamics AX7 and provide B2B facilities to dealers and service providers.

- Avoid manual overheads and auditing nightmares by providing online and automated B2B features through order management to dealers and service providers

- Provide value-add to dealers and service providers like warranty check

- Bring in more transparency for the claims process, by facilitating end to end online claims

Solution

Below are the key highlights of the solution offered:

- Replaced existing legacy ERP with Microsoft Dynamics AX7 Implementation

- Integrated Hybris B2B accelerator with Microsoft Dynamics AX7

- Facilitated B2B order, Quote, and Replenishment features for dealers and service providers.

- Facilitated instant claims approval on portal for dealers, by building an investigation matrix algorithm.

Benefits

- Increased customer satisfaction levels across business units through cohesive view of orders
- Reduced B2B transaction errors and faster replenishment with process automation
- Improved dealer satisfaction through self-serviceable after sale facilities
- Hassle free claims with online claims management
- Real-time view for dealers on order and claim status

WHY SONATA?

Sonata's platformation approach helps clients to choose a solution that best fits their needs; balancing readily available platforms and solution customization

1. **Sonata READY:** End-to-end, industry-specific digital business platforms

2. **Sonata ACCELERATE:** Deploy popular horizontal platforms adding required functionality

3. **Sonata CUSTOM:** Engineer custom platforms that deliver unique digital capability and scalability

Sonata Software is a global IT services firm focused on catalysing 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.

Right technology partner

One stop partner to cater for end to end Digital strategy

Expertise

- Experts in niche areas: Spartacus & Polyglot SCPI framework, CCV2& Hybris Accelerators
- First company in India to deploy SAP commerce on Google Cloud Platform

People

Unified engineers in-line with SAP roadmap

Framework & Assets

Accelerated implementation with various pluggable assets

Process

- Sonata's unique 7 step Platformation approach
- Sonata's proven Hybrid execution approach

Sonata is a global technology company, that enables successful platform based digital transformation initiatives for enterprises, to create businesses that are connected, open, intelligent and scalable. Sonata's Platformation™ methodology brings together industry expertise, platform technology excellence, design thinking-led innovation and strategic engagement models to deliver sustained long term value to customers. A trusted partner of world leaders in the Retail, Manufacturing , Distribution, Travel, services and Software industries, Sonata's solution portfolio includes its own digital platforms such as Brick & Click Retail Platform©, Modern Distribution Platform©, Rezopia Digital Travel Platform©, Kartopia E-commerce Platform©, Halosys enterprise development automation Platform©, and CTRM Commodity trading and risk management Platform©, KODO - AI powered customer experience(CX) Platform, Sonata's Platformation realization services have been specifically designed so that implementation of services on Microsoft Dynamics 365, Microsoft Azure, AWS, Cloud Engineering, Managed Services as well as on new digital technologies like IoT, Artificial Intelligence, Machine Learning, Robotic Process Automation, Chatbots, Block Chain and Cyber Security, deliver to the Platformation promise. Sonata's people and systems are nurtured to bring together the depth of thought leadership, customer commitment and execution excellence to make a difference to business with technology.

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