



# Enabling Digital Ready Future for the Global Mining Leader

## About the Company

The client is a fast-growing and innovative company that provides professional services for metallurgy and geo exploration companies. The firm specializes in process improvement and operates from 50 locations across the world in 30 countries.



## Business Scenario

The company was facing several technical and operational challenges with its Enterprise Applications and supply chain systems which was impacting the productivity and overall Supply chain performance. They wanted to address this and introduce a future ready platform. The client focused on:

1. Identifying a Strategic Partner to support their Digital Road Map
2. Connecting the Enterprise system with the modern technologies and introducing Mobility
3. Streamlining Business Processes for the below areas:
  - Finance
  - Supply Chain Management
  - Auto Planning & forecasting
  - Manufacturing processes
  - Quality Management
  - Master Data Management
4. Defining and implementing Data strategy to manage the firm's vast data assets
5. Choosing a System Integrator (SI) with global Dynamics expertise, experienced in Dynamics 365 global rollouts and supporting large Enterprises round the clock



## The Solution

Sonata helped the client with the Digital Roadmap to meet the scaling business needs of the client. The Digital roadmap consisted recommendations for immediate and future priorities of the business

The ongoing business needs were addressed by the solution below

- D365 Finance and Operations with Multi-country rollouts
- Enhancements to Dynamics 365 after careful analysis to support business needs for supply chain, operations, finance, transportation, and warehousing.
- A Performance Monitoring system to track employee productivity
- Technological change, Data Migration, Master Data Management & Digital Assurance was provided
- Sonata has been chosen as a preferred partner to help with the client's Digital transformation needs
- Proposed a strategy to meet the future business needs
- Tailor made reports for finance and operations functions with Power BI
- Provided Round the Clock support for Global Rollouts and Functional Rollouts
- Developed and deployed an interface between Dynamics 365, Supplier Relationship Management (SRM) portal and several other logistics applications

**“Sonata has an ongoing Digital Transformation engagement with the client to enable platform led business model & has been enabling IoT and Mobility functionalities”**

## Business Benefits

Sonata identified critical functional & operational issues and deployed custom solution to it. It not only helped the firm smoothen its diverse operations across the globe, and also complimented the rapid growth.

- Dynamics 365 implementation enabled the business functions to expand at new locations in no time
- Sonata's expertise enabled seamless modernization of existing systems
- The enhancements, improved the business process and simplified operational complexities of finance and operations functions and reduced the manual documentation
- The technological change and Master Data Management helped manage the firm's complex landscape with ease and has enabled future-ready operations
- Custom KPIs enabled improved employee productivity and accurate performance measurement for each business function
- With more than 160 incidents per month, Sonata supported the complex application landscape with 95% service resolution





# WHY SONATA?

Sonata helps clients unlock value and growth through Platforms with Sonata's proven Platformation services. We also help enterprises in shaping their Digital Agenda, Platform thinking and in reimagining Platform business models and ecosystem.

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 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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