



Reduced new user onboarding time for a global Software major through Platform Modernization and Experience Engineering

About the Customer

The client is a global business software company based in United States. It is a leading business solutions provider that offers an array of industry-specific enterprise software solutions.



SONATA SOFTWARE

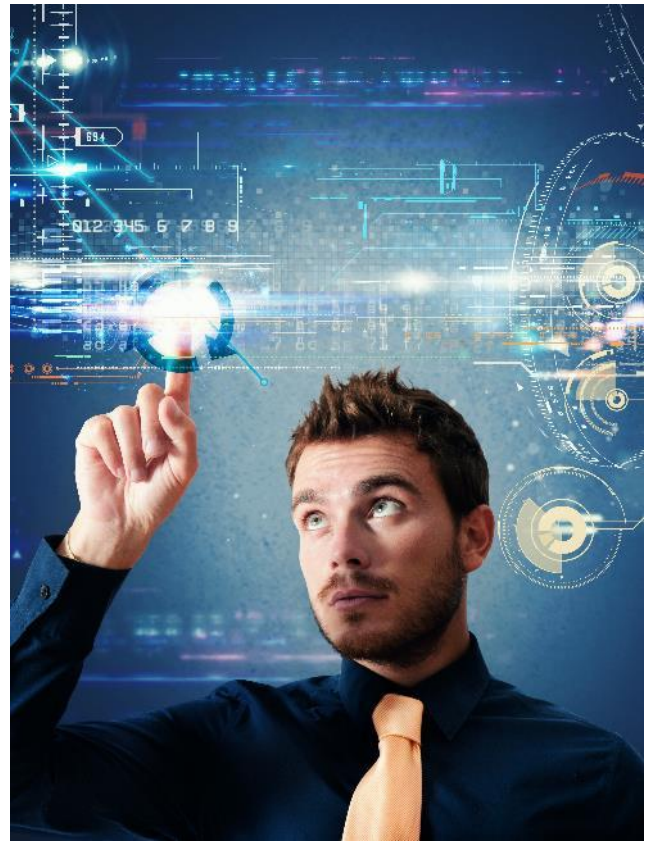
Business Challenges

The firm was looking to increase their market share and gain leadership position in their market segments, but were facing challenges that included –

- Low accessibility due to desktop application
- Complex user interfaces with usability issues
- Slow licensing and onboarding
- Limited Scale up and scale out options

Key Drivers

- Cloud ERP Market peer pressure
- Sell more licenses
- Elastic scale up and scale out options for customers



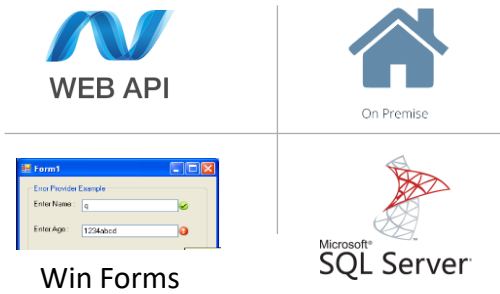
Engagement

- Scrum teams to deliver complex work packages
- Extended team working with global teams in a collaborative environment

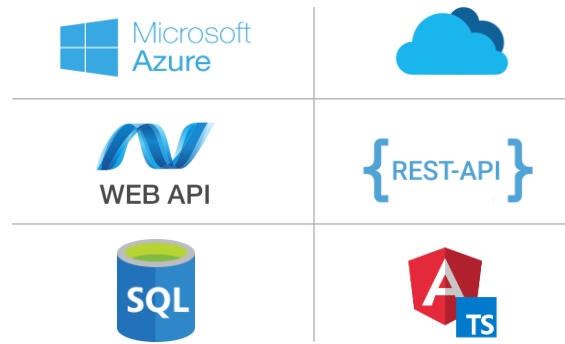
Solution

- Highly scalable and available multi-tenant platform architecture on Azure
- REST based .Net API Platform exposing all the Functionality
- Modern SPA using Angular with rich & intuitive user interactions
- Common UX/UI Framework to build multiple applications uniformly for consistent UX
- Virtual Agent bot to provide better app interactions

Existing Tech Landscape



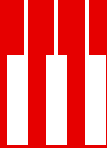
Target Tech Landscape



Business Benefits

- High scalability and more customers on cloud
- Improved usability and consistency across the portfolio of applications due to UX Fw
- High accessibility through browser, mobile and bots
- Reduced new users on-boarding time.
- Reduced cost of ownership for customers due to cloud native services.





WHY SONATA?

Sonata's Platform Engineering, based on Platformation (open, connected, scalable and intelligent), helps ISVs and Platform companies to

1. Build Platforms for digital economy
2. Modernize Legacy ISV into platforms
3. NextGen global support services for modern platforms

Enterprises today focus on customer-centric business model and use innovative platforms as a significant differentiator in their industry. There is a significant shift in the way software products are rolled out – Traditional On-Prem and Perpetual Licensing is giving way to Cloud-based, Pay as you go model; Browser-based access has been replaced by multichannel and omnichannel access; Need to provide real-time API based integration to operate in the larger ecosystem.

Therefore today's ISVs must make the leap from software products to Digital Platforms to

- Accelerate transformation Agenda and generate competitive advantage.
- Help adapt newer Business Models, Avenues, Geographies
- Build a connected ecosystem to achieve operational excellence
- Build an ecosystem for a superior end to end Customers experience
- Innovate faster – through matured processes, automation, and tools

Sonata is a global Microsoft ISV Dev Centre partner specialising in building platforms using some or the full range of Modern Workspace, Biz Apps, Data & AI and Apps & Infrastructure. We leverage our 360-degree relationship with Microsoft in the execution of our projects. Sonata has over 200 successful ISV engagements and delivered 500+ products globally.

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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