Superior customer experience ensured through ingenious Safety platform built for Global Energy Leader

About the Customer

Our customer is an American global energy company straddling manufacturing, Retailing, and movement of all aspects of oil and gas & its Power generation.
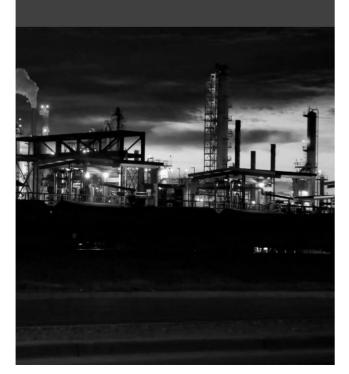
Business Challenges

The client needed a single view of all safety measures available across all their sites. They also wanted access to all functionalities and reports digitally.

However, the existing Health, Environment, and Safety (HES) system was built on a siloed set of applications that was hosted on-prem, therefore the system was unable to support the customer's digital ambitions.

Key Drivers

- The customer aimed to transform their existing HES system into a modern, scalable, and agile application that supports cross-functional value streams

- They wanted to have a unified view and control of the applications on the Go

Engagement

The engagement with the client was based on a system modernization approach providing a unified view.

- **Platform consulting through a business, technology, and data lens** to identify platform initiatives and roadmap across various platform layers. This is to cover the technology (API, Data, UI) and business capabilities

- **Platform engineering with Lightning Build accelerator using**
  - ASQL, ADLS, Azure Cognitive
  - Search and Canonical Models
  - Microservices to enhance APIs/UIs

Solution

- Sonata built the innovative applications enabling unified cross-functional value streams using ASQL, ADLS, Azure Cognitive Search and Canonical Models ,etc.

- Deployed Microservices based applications for better cross-functionality and control

- Created a unified reporting dashboard and integrated analytical functionalities

Tech Landscape transformation

Target Tech Landscape

- Single Source of Truth
- Cloud deployed with Azure native services
- Transformed data with associated, catalogued, metadata enabled data
- Intelligent prediction services

Existing Tech Landscape

- Disparate COTS & in-house developed apps
- E-Suite
- OE Impact
- EPTW
- ESR
- Stature

Business Benefits

Sonata helped transform the existing HES application into an agile and intuitive application

- The client now has all the safety measures consolidated in a single system
- Digital Accessibility was enabled through which the client has ready access on the go
- Sonata enabled Cross-Functional Value Streams

- The implementation has increased the understanding of various risk profiles
- Sonata helped in the monitoring of safeguards
- Enhanced Customer Satisfaction and improved ROI

WHY SONATA?

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'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

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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