



MANAGED SERVICES CASE STUDY

In the Driver's Seat

Sonata Software helps a leading automaker's finance subsidiary focus on its core business, taking over its IT infrastructure management

Client Overview

The client is the financial subsidiary of one of the world's largest Japanese automobile manufacturers, and has been providing financing and other services to its customers for over 30 years. It offers a range of services, including vehicle financing and leasing, car insurance, and auto loan refinancing.

Revenue \$4.3 B	Assets \$150 B
Customers 17 M	Presence in countries 33

The Pressure Points

The Indian arm of the company was experiencing rapid growth. But, being in the auto finance industry meant that it needed to invest heavily in technology for conducting every aspect of the business – from risk evaluation and payment monitoring to delivering best-in-class customer experience. This meant that the company also faced the issues that come with an in-house IT infrastructure setup.

Limited internal resources to effectively manage and maintain complicated IT systems	High cost of hiring, training, and retaining IT personnel	Difficulty keeping up with current technologies and best practices in IT infrastructure management	Challenges meeting compliance and security standards for sensitive data and systems
Suboptimal system performance due to maintenance and support constraints	Difficulty in expanding IT infrastructure to support business growth and changing needs	Limited flexibility and agility to adapt to changing business needs and requirements	Difficulty in providing consistent and reliable IT services to employees and customers

Solutions

Sonata proposed a comprehensive infrastructure management services solution that included:

- 24/7 monitoring and support of all IT systems
- Regular maintenance and security updates to keep systems running smoothly
- Proactive problem-solving to prevent downtime and performance issues
- Expert guidance and advice on optimizing the IT infrastructure
- Disaster recovery
- Implemented measures to meet regulatory and compliance requirements

21 key applications – from email and user management apps to business software	Around 700 computers and 200 scanners and printers	Oracle and SQL Server databases
Physical and virtual servers		

Results that Speak Volumes

Business Benefits

Assured business continuity	Reduced costs	Unlocked resources to support core business
Improved productivity	Fewer hassles related to IT hires, training and retaining	

By The Numbers

First Call Resolution 75%	Reduction in security non-compliance 35% to 8%	SLA adherence >90%
Remote support for dealer locations 300		