



## Case Study

# Simply Delightful

### Optimizing Support via Comprehensive Dynamics Managed Services for a Leading Pizza Chain

## Summary

Sonata implemented a comprehensive managed services solution for the UK and Ireland branches of a leading multinational pizza restaurant chain. The solution focused on streamlining helpdesk processes, providing multi-level support, and optimizing user access control. This resulted in significant reductions in incident tickets, improved response times, and enhanced overall IT support efficiency, enabling the client to focus on their core business of delivering quality pizzas to customers.

## About the Customer

A multinational pizza restaurant chain operating in the UK and Ireland markets, known for high-quality gourmet pizza. With over 1,200 stores across both countries, they deliver more than 106 million freshly handcrafted pizzas annually.

## Pressure Points

A multinational pizza restaurant chain operating in the UK and Ireland markets, known for high-quality gourmet pizza. With over 1,200 stores across both countries, they deliver more than 106 million freshly handcrafted pizzas annually.

The helpdesk process was not streamlined	Inability to triage P1 tickets due to lack of L1 in-house support	Excessive volume of P1 tickets exceeding capacity
User access control challenges causing setup issues and P1 incidents	Data and communication loss due to informal communication channels	

The client aimed to streamline their helpdesk and support processes through managed services by addressing ticket volume challenges and enhancing support levels across L1 to L4. Their goals included controlling user access, providing extended support with additional SMEs during critical periods, and creating comprehensive KB articles and FAQs. Specifically, the support involved L2 functional application support for configuration and setup issues, L3 technical support for break fixes and minor enhancements, P1 technical support for high-severity incidents, and SQL/AX 2012 R3 admin support.

## Solutions

Sonata implemented a comprehensive Microsoft Dynamics managed service support solution, focusing on streamlining helpdesk processes, providing multi-level support, and optimizing ticket management.

- Implemented L1, L2, L3, and L4 support levels
- Streamlined incident management process
- Provided functional and technical application support
- Established a knowledge base with FAQs and articles

<b>Functional Scope (L2)</b> Provide support for financial management, inventory and production control, procurement, sales and delivery, transportation management, and human resources modules.	<b>Incident Management</b> Establish efficient incident management processes, including incident logging, diagnostics, ownership, communication, knowledge base updates, SLA adherence, and customer satisfaction surveys.
<b>Technical Areas of Scope (L3)</b> Offer break-fix support, minor enhancements, and integration management.	

## Technology Used

- Microsoft Dynamics AX 2012 R3
- SQL Server
- Incident management tools

## Results that Speak Volumes

Sonata's intervention significantly enhanced the efficiency of the client's support processes and contributed to a more streamlined helpdesk operation. The implementation of a center of excellence for value-added services further optimized performance tuning and test automation.

Achieved a significant reduction in total incident tickets	Early access to application/documentation or task recorder recordings	Streamlined ticketing procedures and redefined ticket priority	Optimized processes and reduced costs
Enhanced user knowledge and awareness through detailed RCA's and KB articles	Achieved zero backlog during Q1 2024	Provided rapid mobilization of L1 support, expanding coverage to 24x7	Continued extended support during critical periods

## By the Numbers

<b>60%</b> reduction in total incident tickets last month	<b>95%</b> reduction in P1 tickets	<b>200+</b> RCA and 90+ Knowledge Base articles created	<b>24x7 support</b> L1 coverage achieved within a month
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