



## Medical Device Manufacturer chose mBaaS (Mobile backend-as-a-service) Solution for mobile apps to empower sales reps

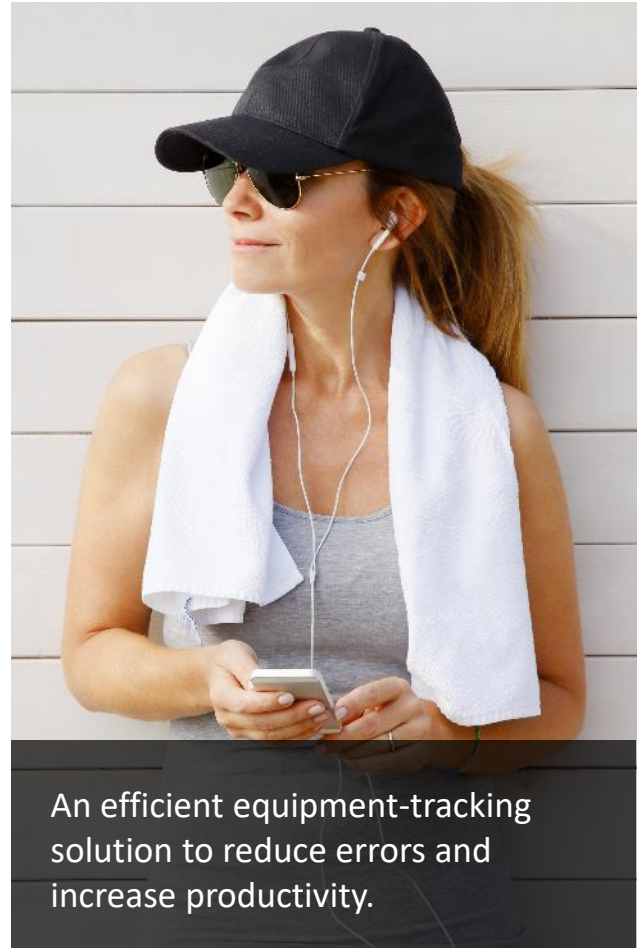
### Our Client

The client is an Atlanta-based medical technology company focusing on the manufacturing and commercialization of platform technologies. Established in 2008 as a manufacturer, the organization has now expanded into equipment distribution with a broad and innovative product portfolio, serving over 2,500 customers in the US, with distribution partners across 25 countries.



## Need

The client deploys expensive demo equipment to sales reps in the US, who then share it with other reps in different territories. Given the back-and-forth between the reps and the office administrators to generate shipping labels, send and receive the equipment, have it inspected, and then reassigned to other sales reps, keeping track of the equipment's location had become a major pain point. With an equipment value of over US\$50,000 per rep, the company cannot afford to lose track of any of the equipment. Their existing system involved tracing equipment location through emails and PDF forms, which was extremely prone to errors. Thus, they required a simple yet efficient tracking solution that would eliminate errors and increase the productivity of the sales reps as well as admins.



## Challenges



Keep track of the demo equipment's location at any point in the rep-admin-rep exchange process

Move to a more efficient digital tracking system and drastically reduce errors while increasing visibility of the inventory

Ensure that the solution integrates with ERP systems to fetch data and update the equipment's location and availability details in real time



## The solution we delivered

After analyzing the client's problems, the requirements were clear

They needed a platform on which a user-friendly app can be built that sales reps could use to check and update the equipment's status, place equipment requests, track issues and repairs, generate shipping labels in real time, and have all this information updated automatically in the ERP system without the need for manual intervention.

The platform would enable the app to seamlessly connect with all ERP and CRM activities, as well as NetSuite. Further, the platform should also be able to offer a secure, cloud-based solution.

Sonata's Halosys platform was a perfect fit, meeting all of the client's requirements and more.



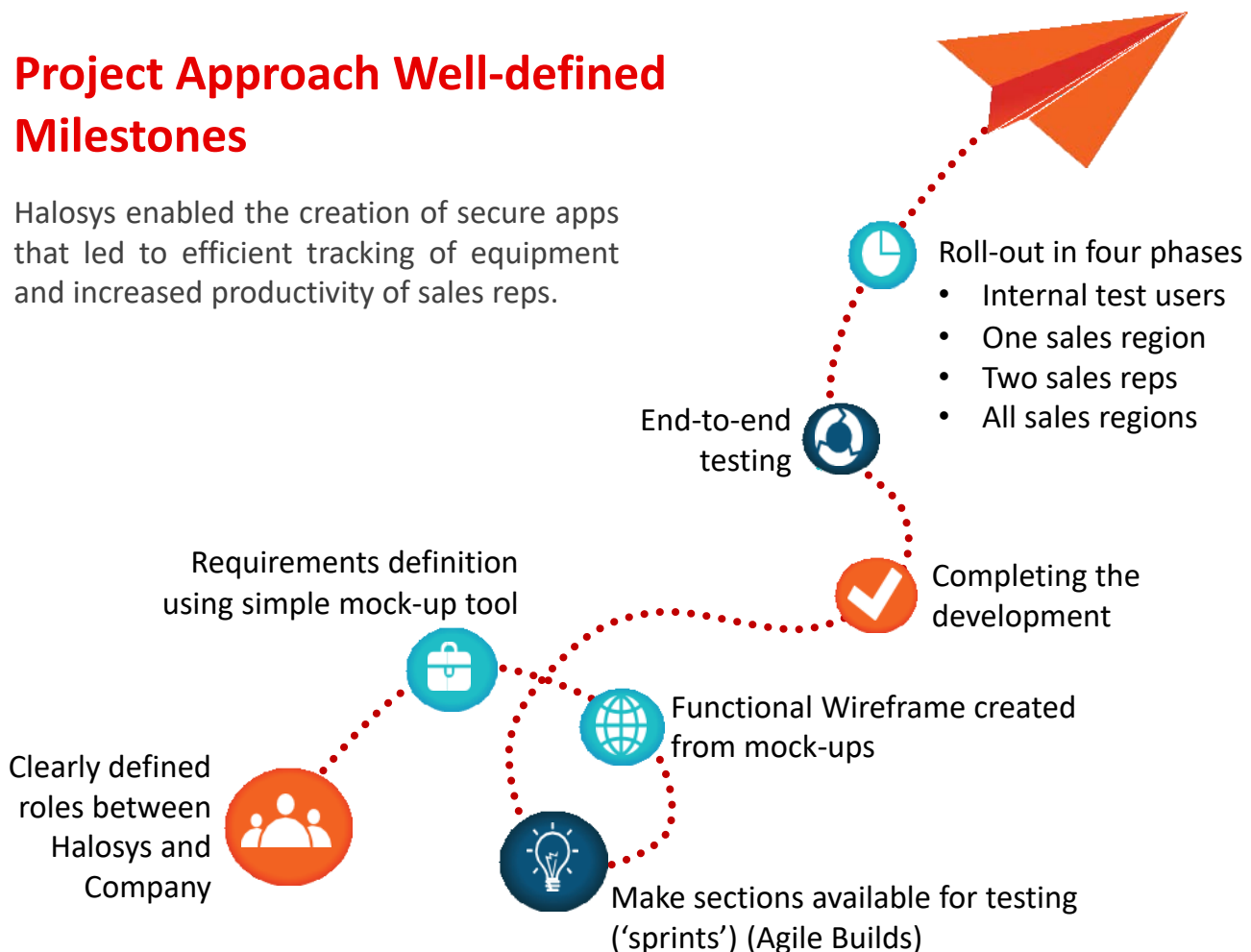
### The Halosys solution

- Halosys is the only platform of its kind that is BFN (Built For NetSuite) - certified
- It allowed the client to rapidly build, integrate, secure, manage, deploy, and analyze custom mobile and web apps
- These apps could be integrated with NetSuite as well as other business systems, including ERP and CRM platforms

Deployed our BFN-certified Halosys platform, which met all of the client's requirements.

## Project Approach Well-defined Milestones

Halosys enabled the creation of secure apps that led to efficient tracking of equipment and increased productivity of sales reps.



## Here's what the client had to say



“

“HaloMem is an excellent platform to expose NetSuite data elements in a mobile app. Not only is the organization well-versed in NetSuite's API layer, but it's also very talented when it comes to UI and app design. A must see for companies considering using NetSuite in a custom-built app.

– Bjarke Ormstrup, VP – IT

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## The Benefits they received

The app helped sales reps provide and receive information about the equipment's status on-the-go and update the ERP system in real time. Its user-friendly interface ensured that reps could easily adapt to it, which significantly increased adherence to equipment tracking policies and enabled high accuracy in the demo equipment's inventory count. This in turn helped enhance the productivity of the sales reps, adding value to the entire process and significantly reducing errors.

Further, the integration of Halosys with NetSuite helped the client roll out apps faster and focus on the complete back-end system for mobility. It also helped address some crucial mobility challenges such as:

- **Security:** By providing secure connectivity between the device and enterprise apps
- **Privacy compliance:** By delivering cloud app data to mobile devices using Halosys, which ensured visibility and compliance with all regulations
- **Strong connectivity:** By employing protocol-aware connectors that enable quick connectivity to the enterprise's system



## Enterprise Mobility Partner for mobile-led Digital Transformation

With capabilities to deliver complete Mobile solutions, right from strategy, consulting, a robust Enterprise Mobile platform, engineering services and pre-built solutions for a faster time-to-market, we ensure that Sonata's clients find an integrated partner in their mobile journey. With a laser focus commitment to be the Mobile partner, we continue to win the trust and business of Fortune companies.



## Unified Enterprise Mobility Platform

Halosys Mobile Enablement Platform allows your enterprise to build, deploy, secure and manage mobile apps by seamlessly extending enterprise systems and users to mobile devices. It simplifies, accelerates and ensures a reliable way to execute your mobility programs at scale.

### UNIFIED MOBILE ENABLEMENT PLATFORM

#### Enterprise Mobile Backend Services

Seamless Connectivity  
Mobile First Objects



#### Mobile App Management

Layered Security Politics  
Remote Wipes App Store



#### Mobile-First API & SDK

iOS & Android JavaScript  
(Phonegap & Titanium)



#### Toolset & App Builder

Zero Code App Builder  
Performance Mgmt Analytics  
Test Centre

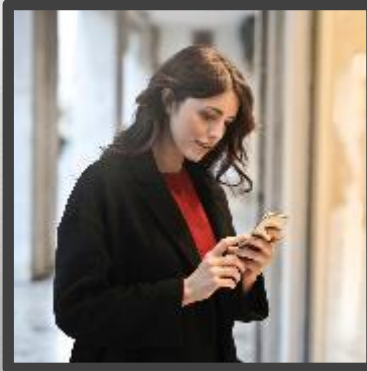




# WHY SONATA?

Our focus, depth of understanding and proven expertise in Retail Systems of Engagement make us stand out among our peers. We help retailers retain and enhance their customer base and provide personalized and consistent shopping experience across all channels through deeper business insights. Sonata's expertise stems from:

- 10+ years of experience working with Fortune 500 companies and 200+ successful implementations
- Retail Platform IP solutions that integrate Omni-Channel Commerce, Mobility, Social Commerce, Analytics & Cloud
- Experience with leading retail technologies: SAP Hybris, Microsoft Dynamics AX, Oracle, JDA
- Industry ready solution assets that reduce TCO and time-to-market
- Proven large scale implementations
- Global delivery model: Reach, Quality & Cost Effective service



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 Software is a global IT solutions firm focused on enabling platform based digital business and technology transformation for enterprises in the Travel, Retail, Distribution and Software industries. Sonata's products and platforms, anchored on its proprietary Platformation methodology, reflect the company's commitment to enable connected, intelligent, open and scalable business systems.

Sonata's portfolio of products and platforms include Rezipia Digital Travel Platform, Brick & Click Retail Platform, Modern Distribution Platform, Kartopia E-Commerce Platform, Halosys Unified Enterprise Mobility Platform and RAPID DevOps, CloudOps and Testing Platform. These platforms have been deployed by leading enterprises across the globe to achieve future ready digital businesses.



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