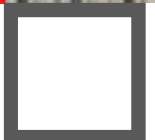




Large Scale Modernization and Global Rollout of Dynamics 365 for a Global Leader in Optical Technology

About the Company

The client is a leading manufacturer in optical products and uses the latest technology for the health-care market, medical photonics, lasers, photographic filters, and software. It is one of the Forbes Global 2000 Leading Companies and Industry Week 1000 Company. The group consists of 146 consolidated subsidiaries and 10 affiliates globally.



Business Drivers

Our client wanted to modernize its existing legacy systems and was looking for a global upgrade to Dynamics 365. They had different AX 2012 instances in multiple countries with each country following its own processes. This was causing an inconsistency in reporting and efficiency issues. The business need was driven mainly by

- Rapid growth in business and the need for agility and standardization across geographies
- Strategic organizational decision to move to cloud technology for the changing business needs
- Need for disruption through innovation and new business models
- Legacy platforms at the acquired entities were adding challenges to existing integration complexities and Data sanity issues
- Standardization code base and minimize instances that needed multiple instances to be rationalized
- Need for a new, single ERP for all countries, integrated across functions to drive automation
- Multiple versions of ERP across geos like AX 2009/ AX 2012 were adding complexity with 30+ Countries, 300+ Stores across the country,
- Fairly Large customizations of 4000+ Objects was required to accomplish the objective

Solution

In this strategic engagement, Sonata brought its deep expertise in Dynamics 365 and experience in similar implementations globally. It included the transition from an on-prem system to a cloud-based environment bringing more visibility and control for the client.

- Smooth upgrade from legacy systems to Microsoft Dynamics 365
- Created a global template to enable the roll out across multiple countries
- Dual-shore service delivery model for proximity to business, support coverage, and cost optimization
- Sonata's pre-built solution (IP) components implemented for specific requirements (e.g. Pricing Configurator for one country) and advanced supply chain
- Standardization of processes with local variations
- Leveraged Sonata's Upgrade tool for automating code impact analysis and upgrade
- Leveraged the full stack (Power Platform) to add faster data collection and insights for decision making
- Cloud enablement for dynamic infrastructure needs and flexible deployment models
- Readiness for continuous updates for future business needs

Benefits

The modernization to D365 by Sonata brought the global-local together in true sense. It streamlined systems, processes in different countries, and improved efficiency through connected systems. The client now has a better understanding of its customers globally, has scalable systems, and ability to innovate. Other benefits realized were

- **FUTURE READY ECOSYSTEM** - with new digital capabilities and preparedness for business expansion
- **FLEXIBLE OPERATIONS** - with configurable pricing, intuitive user interface, and intelligent analytics
- **FASTER ROLL-OUT & UPGRADE** - with Sonata's simplified upgrade methodology and automated code evaluation & migration
- **OPTIMIZED INFRASTRUCTURE COSTS** - and increased up-time with cloud hosting and 24x7 technical support





WHY SONATA?

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

Crafting a personalized experience has been a significant differentiator for retailers. We understand that the core principles of retail and the emerging trends of digital transformation in the Retail. With the track record of delivering futuristic solutions, we help retailers to redefine the boundaries of engagement with customers across their journey, from home to store to social-media

Our Dynamics value prop:

- Sonata is an expert in Microsoft technologies including Dynamics 365, Azure, Power BI and other stacks.
- We leverage our 360-degree relationship with Microsoft in the execution of our projects
- Sonata has products that enable digital and Omni commerce solutions in Retail and Distribution Industry. BRICK and CLICK is an integrated Digital Retailing Solution with B2C, B2B, Mobility, MPOS, and Retail Analytics - A complete Package built on Dynamics 365.
- Track record in rolling retail implementations - To name a few
 - One of the leading women's fashion active wear brand with 300+POS Machines across 200+ Stores.
 - American tyre manufacturing giant, \$15B manufacturer & retailer, a mobile first distribution solution to improve sales effectiveness and efficiencies.

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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