



## Faster time-to-market for Global Enterprise customer achieved by re-engineering their F&A platform

### About the Customer

Our customer is a global enterprise ISV customer delivering services headquartered in the USA. The company specializes in facilitating solutions and platforms in various domains like Finance and Accounting and providing end-to-end support for Business Process Services (BPS) in F & A Space



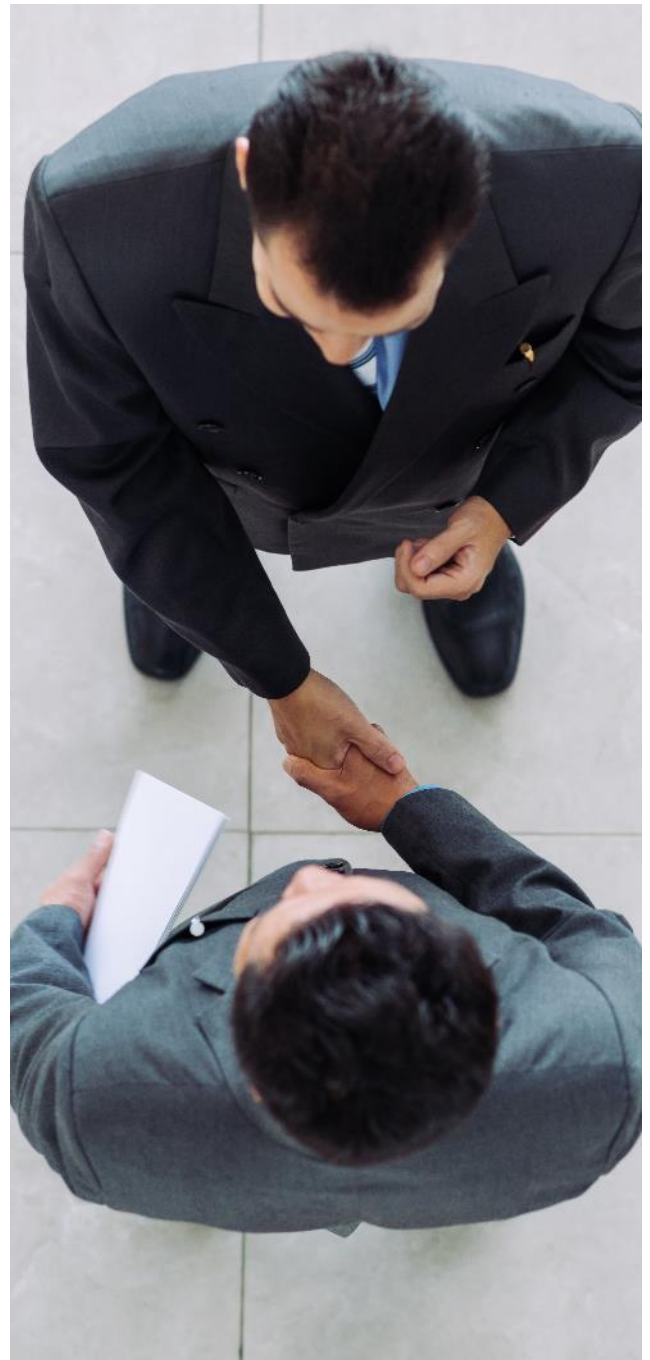
## Business Challenges

The customer was operating the P2P, R2R, O2C process for F&A on older technologies which was impacting the

- Overall stability of the platform resulting in frequent production issues related to each customer on performance, data and outages
- Overall maintenance of the platform was being cumbersome and time consuming due to customer specific issues and disorganized structure of modules
- Inability to stay ahead of competition due to larger time spent to enhance the functionalities and features to overall platform

## Key Drivers

- The customer was facing increased competition from rivals undertaking Business Process Services(BPS) in the Finance and Accounting (F&A) space
- Due to the outdated technologies, the company was facing difficulty on credibility, stability incurring huge costs in maintaining them
- Absence of key and right technology partner who could bring in technology and domain expertise in reengineering to address the customer challenges



## Engagement

The client wanted Sonata to take over from incumbent vendor in supporting the existing application and modernize their F&A application platform. Key highlights of the engagement were:

- F&A application re-engineering of platform
- BPS cloud migration to AWS
- F&A, DPS L2 & L3 Support, Infra Support, Production Environment Management Support
- Dedicated CoE (Center of Excellence) including RPA, Mobility and Test automation

## Solution

**01** Sonata re-engineered and enhanced the existing F&A platform from **SharePoint to .NET technology, SQL Server 2012, PowerBI, SSRS**

**02** Sonata automated application testing using Sonata's Selenium Test Framework helped in Regression and Acceptance Testing

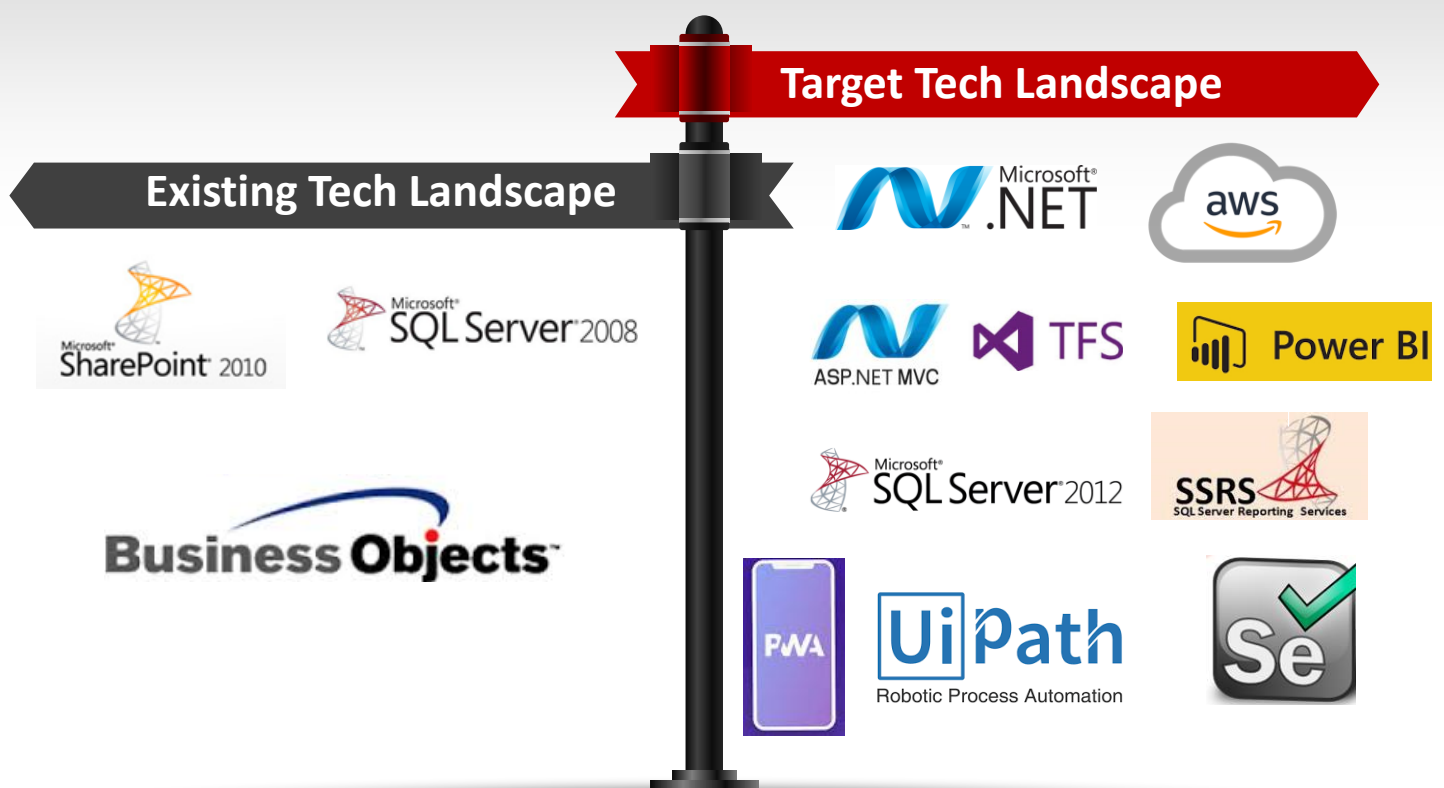
**03** The existing Business Object reports was migrated to **SSRS Reports and PowerBI**

**04** The applications were successfully migrated from **on-premise Virtual Environment to Cloud (AWS)** for few customers

**05** Mobile applications was developed using **PWA** and business process was automated using RPA **UiPath**

**06** An agile & consultative delivery approach using TFS combined with **DevOps and test automation** from requirements to deployment

## Tech Landscape transformation





## Business Benefits

Sonata helped the customer achieve faster time-to-market for releases through continuous integration and deployment . This resulted in increasing overall efficiency

- Newer Enhanced platform helped in reducing the effort, cost on overall support helping in getting new work from existing customers
- Successful rollout for 10+ customers of the new platform
- Continuous integration and deployment for faster release time-to-market ensured enhancing the stability and quality of the product
- Dedicated CoE (Center of Excellence) was set up to help in newer adoption of digitization like RPA, Mobility, etc. which helped in overall customer experience.



# WHY SONATA?

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

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 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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