



Professional Services to Drive Success of a New Mobile Enablement Platform for a Mobility Platform Vendor

CASE SUMMARY

Need

Scaling delivery, support and customer base of the new technology platform

Solution

Strategic partnership spanning professional services and go-to-market

Benefits

Higher growth and profitability for the technology provider along with cost saving in professional services

Product Engineering
Enterprise IT Services
Technology Infrastructure



DEPTH MAKES A DIFFERENCE

BUSINESS CHALLENGE

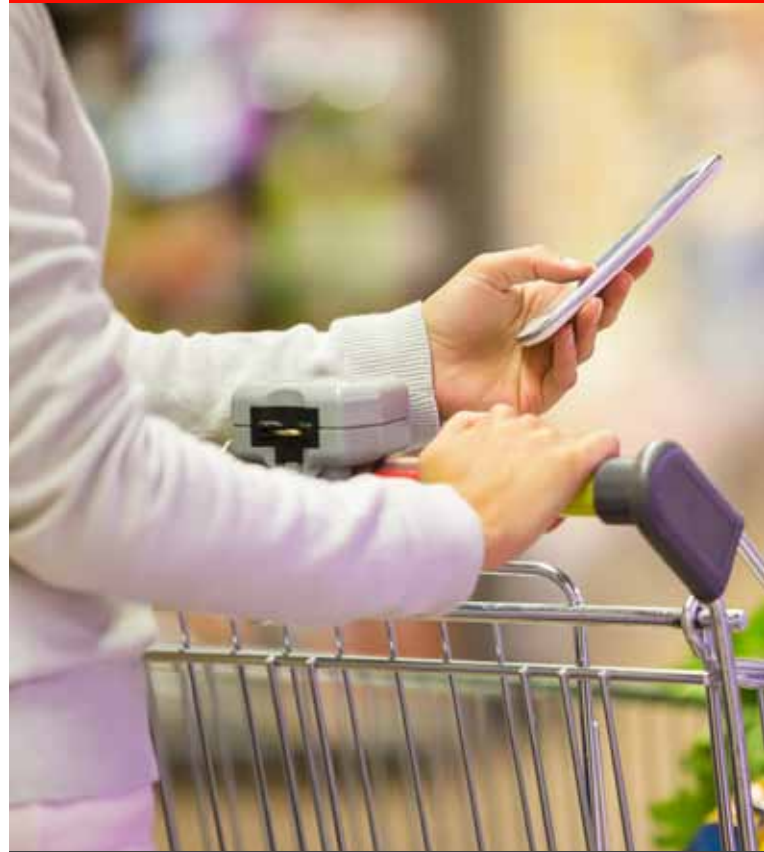
- Handling greater support needs of 200+ mobile sites running on the platform
 - Scaling delivery capacity and speed in a growing business
 - Reducing professional services costs
 - Sustaining new client acquisitions
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SONATA'S TECHNOLOGY SOLUTION

- Ramped up a 11 member development team and got certified in 6 weeks to support the mobility platform vendor in its existing and new projects
 - Resolved around 65 support requests from customers in 4 weeks
 - Delivered a key new client website mobility project implementation within 9 weeks - in 4 languages and with compatibility across mobile and tablets, using the vendor platform
 - Maintained and supported the solutions delivered on the vendor's platform, on an ongoing basis
 - Partnered with vendor for joint go-to-market for business development
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BUSINESS BENEFITS

- 60% savings in cost of professional services for support work
- Improved customer satisfaction due to faster deliveries
- Ensuring scale by adding new customers to the platform



ABOUT SONATA SOFTWARE

Sonata Software is a global IT services firm focused on catalyzing transformational IT initiatives of its clients through deep domain knowledge, technology expertise and customer commitment. The company delivers innovative new solutions for Travel, Retail and Consumer Goods industries by integrating technologies such as Omni-Channel Commerce, Mobility, Analytics, Cloud and ERP, to drive enhanced customer engagement, operations efficiency and return on IT investments. A trusted long-term service provider to Fortune 100 companies across both the software product development and enterprise business segments, Sonata seeks to add differentiated value to leadership who want to make an impact on their businesses, with IT.



e-mail us: info@sonata-software.com