



ENHANCED AFTER-SALES EFFECTIVENESS ACROSS A GLOBAL SERVICE NETWORK

A major ship and supply vessel conglomerate transformed its business operations using Sonata's multi-faceted solution to improve repair services and overall performance, ensuring optimum cargo care for its clients.



From Sonata Software, **the Platformation™ Company**

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Elevated after-sales operations through Sonata's versatile solutions

130
COUNTRIES

450
SERVICE PROVIDERS

9
DISTRIBUTION CENTRES

CONTEXT AND CHALLENGES

Our client is a major shipping container manufacturer operating in 130 countries with 88000 employees. Their global after-sales service network includes authorized service agents while parts are distributed through third-party distribution centers.

Over time, the after-sales service processes had become inefficient with customers incurring financial losses due to delays: in reporting of faults, availing parts & repairs, and filing warranty claims. Additionally, an unaccounted disposal of used parts increased its availability in the grey market leading to a loss of brand value for the client..

SONATA SOLUTIONS

Sonata digitized and transformed key processes involved in the client ecosystem to address these challenges. The solutions developed included:

- Mobile apps to identify & report condition of in-transit containers and look up warranty details of equipment.
- Seamless integration between ordering and fulfillment for ease of tracking parts orders and their delivery status.
- Dashboards to track distribution center performance and movement of new, used, and faulty parts
- Integration with third-party distributors' to enable a single view of inventory across the board

With these solutions, the client gained oversight of its after-sales operations and was able to **align the performance** of its service agents & distribution centers toward **improved service effectiveness**.

RESULTS

70%
LOWER
claims processing time: from creation to invoicing

40%
REDUCTION
in cycle time for purchasing new parts

IMPROVED
BRAND VALUE
by eliminating grey market of faulty parts