



Implementation for a European Sports Goods Retailer

CASE SUMMARY

European based sports goods retailer and distributor wanted to implement a multi-channel engagement to reach out to their dealers and end consumers. Unsatisfied with the current implementation partner for hybris, the client approached Sonata. By leveraging Sonata's ready to deploy hybris B2B accelerator, the client was able to achieve superior customer engagement levels.

Product Engineering
Enterprise IT Services
Technology Infrastructure



DEPTH MAKES A DIFFERENCE

SOLUTION DETAILS

- Solution: hybris B2B
 - Version: hybris 5.5
 - Duration: Go live in 20 weeks including Design, Development, System Integration Testing & User Acceptance
 - Location: Switzerland
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KEY HIGHLIGHTS

- Offer Customer account Management functionality- users, limits,
 - Integration with the existing SAP ERP system in a syncronos integration, wherein the pricing and discounts were from SAP through SAP Data Hub
 - Multi Country & Language capability
 - Warranty tracking on B2B
 - Responsive Web Design
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BUSINESS BENEFITS

- A single tool for the dealer/distributor and sales organisation
- Enhance user experience and customer loyalty
- Offer features which currently is not being offered in the existing tool
- Offer functionality which are available in the B2C shop



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 500 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.



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