Support for an electrical and plumbing wholesaler based out of Australia

CASE SUMMARY

The customer supplies goods and services to a diverse array of industry and consumer sectors, with electrical and plumbing wholesale businesses forming the core of the organization. Based out of Australia, the organization has also spread its business globally across United States, Europe and Asia

The customer had different websites linked with the different ERP's which were catering to the different brands that they operated in. This lead to a lot of duplication of data as well as inconsistency in the data. Managing and maintaining various systems becomes challenging.

Product Engineering
Enterprise IT Services
Technology Infrastructure

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DEPTH MAKES A DIFFERENCE

BUSINESS CHALLENGE

The customer was operating in different ERPs for its various brands under the parent umbrella. These brands handled the business independently, leading to duplication of data as well as resulted in inconsistently in the data. This in turn resulted in major budget spent on Operations and Maintenance. A large work force was required for the maintenance of the system. The system lacked scalability and elasticity. Managing various ERP systems for new releases and handling the incident tickets became a challenge.

The customer was looking for around the clock support, take charge of maintenance and capacity planning.

SONATA'S TECHNOLOGY SOLUTION

Sonata assisted customers to build central product management systems

- Implemented hybris B2B Accelerator
- Sonata managed a single instance of Hybris to unify multiple independent product databases maintained in multiple ERP systems.
- SLAs and Metrics based supporting engagement
- Sonata's dedicated COE and global delivery model
- Reusable assets into the day-to-day service delivery
- CSAT issues

BUSINESS BENEFITS

- Reduced time to market, cost and risk
- 24/7 support in On-site Off-shore model helping customers to reduce Total Cost of Operations YOY
- Less Workforce
- Reduction of Operations & Maintenance Expenditure
- 99.99% uptime
- High CSAT
- Less Instances during new releases.

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.

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