



Modernizing Member Management and Grievance Tracking with Microsoft Cloud

Our Client

This organization is a union of academic professionals representing over 45,000 public school teachers and health and human services professionals.



Like many unions, this large teacher's union handles all the challenges of managing member benefits, dues, events, activities, and much more. Not having the right system in place created an administrative burden on the association - and a lack of visibility on the status of the individual member. In addition, the grievance department had to manage many cases, but manual process and independent silos of information led to slow response times and inaccurate information.



360 Degree View of Member Information

To meet these challenges, the client deployed Microsoft Dynamics for automated planning, system integration, 360-degree views of member information, and flexibility - at a predictable and affordable price—at all levels of the association. The Microsoft solution empowered each individual to be more efficient and effective in their daily work.

Automated Workflow and Regulatory Requirements

In addition, Dynamics 365 provided an automated workflow process, definable by department leaders and regulatory requirements, to ensure proper checks and balances. Individual user profiles can be set up around particular roles and key information can be easily accessed via on-demand queries and reports. Users can also have information automatically flow to their individual dashboards or be alerted when action needs to be taken.

Improving the Member Experience with Collaboration and Agility in the Cloud

Finally, they experienced the power of the Microsoft platform, tightly integrating with Office 365 to create the documents required within the Grievance process. Documents are deployed using Word Templates and are stored securely in the cloud. Documents are easily accessible by agency staff based on tight security.

With Microsoft Dynamics, they finally had the system and infrastructure to take a problem area and turn it into a measurable and sustainable plus for the organization. For additional customer stories, visit <http://www.soprissystems.com/outcomes/>



Business Challenges

Improve association management, grievance tracking and visibility while keeping maintenance costs low

The Solution

- Microsoft Dynamics



WHY SONATA?

Our focus, depth of understanding and proven expertise in Retail Systems of Engagement make us stand out among our peers. We help retailers retain and enhance their customer base and provide personalized and consistent shopping experience across all channels through deeper business insights. Sonata's expertise stems from:

- 10+ years of experience working with Fortune 500 companies and 200+ successful implementations
- Retail Platform IP solutions that integrate Omni-Channel Commerce, Mobility, Social Commerce, Analytics & Cloud
- Experience with leading retail technologies: SAP Hybris, Microsoft Dynamics AX, Oracle, JDA
- Industry ready solution assets that reduce TCO and time-to-market
- Proven large scale implementations
- Global delivery model: Reach, Quality & Cost Effective service



Sonata's platformation approach helps clients to choose a solution that best fits their needs; balancing readily available platforms and solution customization

1. Sonata READY: End-to-end, industry-specific digital business platforms
2. Sonata ACCELERATE: Deploy popular horizontal platforms adding required functionality
3. Sonata CUSTOM: Engineer custom platforms that deliver unique digital capability and scalability

Sonata Software is a global IT solutions firm focused on enabling platform based digital business and technology transformation for enterprises in the Travel, Retail, Distribution and Software industries. Sonata's products and platforms, anchored on its proprietary Platformation methodology, reflect the company's commitment to enable connected, intelligent, open and scalable business systems.

Sonata's portfolio of products and platforms include Rezipia Digital Travel Platform, Brick & Click Retail Platform, Modern Distribution Platform, Kartopia E-Commerce Platform, Halosys Unified Enterprise Mobility Platform and RAPID DevOps, CloudOps and Testing Platform. These platforms have been deployed by leading enterprises across the globe to achieve future ready digital businesses.



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