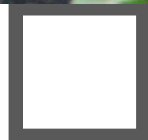## Our Client

The client provides metallic blade products for the meat-cutting, food cutting, and wood-cutting industries. The company also provides on-site electrical and mechanical repair services for retail grocery and commercial food service equipment.

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With an expanding portfolio of repair services for retail and commercial food service equipment, the client had outgrown capabilities of current ERP and field service applications. The company also viewed this development as an opportunity to grow its route business into a full portfolio of services. They solved the challenge by turning to Sopris Systems and Microsoft Dynamics to help create an integrated solution that connects supply chain, field service, and enterprise resource planning (ERP) workflow processes.

Image Credits: Freepik

Benefits

- Consolidates 15 applications into a single ERP platform - saving approximately $650K per year.

- Eliminates errors and resource time of manually transferring data among multiple systems.

- Helps coordinate project management so construction jobs can be completed faster.

- Provides construction-specific workflows for finance, sales, service, human resources and manufacturing.

- Facilitates use of advanced manufacturing techniques that enable building projects in more innovative and more efficient ways.

- Helps win bids with the costs savings that can be passed along to customers.

- Leverages mobility to enable employees in the field to troubleshoot issues and answer customer inquiries more efficiently.

Business Challenges

Upgrade ERP and field service management to an integrated cloud platform to accommodate company growth and to help expand the company's portfolio of field services.

The Solution

- Dynamics 365 for Finance and Operations
- Dynamics 365 for Sales (CRM)
- Dynamics 365 for Field Service

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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 Rezopia 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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