



Keeping crisis at bay

How Sonata helped WSP overcome operational challenges with Dynamics 365

Disaster management is a prudent function to ensure the stability of our society in times of crisis. Natural and man-made disasters can have a crippling effect on infrastructure and the livelihoods of entire communities. Being prepared to face disasters is vital to national, state, and local mitigation efforts when the situation arises.

WSP Sentinels in the time of need

Formerly Louis Berger, WSP is a global leader in the infrastructure space, specializing in solving complex development and construction-based challenges for organizations across the globe. A crucial wing within the organization is Emergency and Disaster Management — set up to provide rapid responses to critical needs at times of emergency. The company has played key roles in supporting countless relief efforts including Hurricane Katrina, the September 11 Attacks, and Superstorm Sandy. Managing large-scale relief efforts is a daunting task,

hinging on efficient procurement and inventory management. The timely allocation and deployment of resources in a crisis is oftentimes the difference between full-blown disaster and successfully mitigating adverse, long-term impacts — a function WSP performed entirely through email and spreadsheets. WSP recognized the operational hurdles this placed in the way of a seamlessly mitigating and managing a crisis. As such, It sought to replace the existing system with a comprehensive ERP solution to:



Obtain complete visibility
into various project
maintenance aspects



Track inventory and
spare parts from a
singular platform

The solution also needed to be scalable to
accommodate future expansion plans.



A secure partner. A seamless solution.

WSP performed a comprehensive analysis of various solutions to help take their Emergency and Disaster Management to the next level. By every measure, Microsoft's Dynamics 365 emerged as the ideal solution to take them there. While assessing implementation partners, Sonata stood a head above the rest owing to a proven track record spanning over 20 years. Add to that its close association with Microsoft in developing and providing global support for Dynamics 365, and the decision to go with Sonata became a no brainer.

secure partner
seamless solution

Why Dynamics 365?



Modular

Buy what you want and scale when you need



Secure

Robust security and access controls built into an on-the-cloud solution



Intelligent

Real-time insights with built-in predictive analytics



Agile

Better customer information management, making data do more

A path paved with challenges.

Any project comes with its own hurdles. And WSP is no stranger to overcoming them. In the case of the Dynamics 365 rollout, a few unique constraints were identified.



The critical role that the Emergency & Disaster Management wing of WSP played meant that at no point could day-to-day functioning be compromised during the development and deployment of the platform.



Emergency and Disaster services have dynamic demand and supply. As such, WSP required a fully scalable solution.



Apart from internal stakeholders, each of WSP's vendors needed to be familiarized with the system.

The Sonata solution

As with any crisis, collaboration was key to overcoming this predicament. Sonata worked closely with WSP to perform an as-is study to understand existing process nuances and internal systems.

A detailed cutover plan was put in place to minimize any operational disruption.

A remote team was deployed on-site to manage the rollout in a safe manner. The team proactively identified business challenges and operational inefficiencies, while simultaneously working on a robust solution architecture.

All customizations were done through out-of-the-box packages. This ensured the solution was robust, tried, and tested.

Key users and vendors were trained as part of the onboarding exercise.

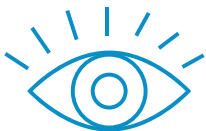
Once live, Sonata provided one week of Hypercare to address any issues.



Transformed, and need for success.

The biggest triumph of the rollout was on the on-time, within-budget deployment — almost unseen when working with a platform with as many moving parts. Sonata's implementation enhanced the entire user experience and accelerated adoption among employees. And the gains for WSP are multifold.

WSP now has:



Better visibility on
procurement and
inventory management



Improved demand
and supply forecasting



Improved,
real-time reporting
of business forecasts



Increased transparency
across the organization
and partners



Better internal controls
and security access



Reduced
manual processes



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