



Enhanced customer satisfaction through B2B Commerce transformation for a leading manufacturer and supplier of Medical devices and machinery

About the Customer

Global American Healthcare company with operations in more than 250 countries.



Business Needs

The company wanted to unify their global processes for improved administration and direction.

- Bring uniform B2B process across geographies for better organization wide control & audit management
- Facilitate online B2B order management process for distributors and Hospitals enabling improved customer experience

Technology Solution

Sonata implemented a multi-geography rollout by enabling replenishment functionality for the distributors and hospitals seamlessly. The solution highlights were:

- Integrated Hybris B2B accelerator with SAP ECC for enabling the multi-geography rollout
- Facilitated B2B order, Quote and Replenishment features for distributors and hospitals globally
- Developed access based reporting module which features reports based on the access available
- Seamless SAP ECC integration via Web methods
- Migration from On-premise deployment to CCV2



Business Benefits and Impact

Sonata ensured a consistent end-customer experience globally through the multi-geography rollout

- Uniformity across global business units through the multi-geography rollout
- Reduced B2B transaction errors and thereby minimizing call centre operation cost
- Increase in productivity of sales representatives
- Improved visibility of sales and process for Business via Dashboards



WHY SONATA?



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 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.



Right technology partner

One stop partner for end-to-end Digital Transformation



Expertise

- Experts in niche areas: Spartacus & Polyglot SCPI framework, CCV2& Hybris Accelerators
- First company in India to deploy SAP commerce on Google Cloud Platform



People

Unified engineers in-line with SAP roadmap



Framework & Assets

Accelerated implementation with various pluggable assets



Process

- Sonata's unique 7 step Platformation approach
- Sonata's proven Hybrid execution approach

Sonata is a global technology company, that enables successful platform based digital transformation initiatives for enterprises, to create businesses that are connected, open, intelligent and scalable. Sonata's Platformation™ methodology brings together industry expertise, platform technology excellence, design thinking-led innovation and strategic engagement models to deliver sustained long term value to customers. A trusted partner of world leaders in the Retail, Manufacturing, Distribution, Travel, services and Software industries, Sonata's solution portfolio includes its own digital platforms such as Brick & Click Retail Platform®, Modern Distribution Platform®, Rezopia Digital Travel Platform®, Kartopia E-commerce Platform®, Halosys enterprise development automation Platform®, and CTRM Commodity trading and risk management Platform®, KODO - AI powered customer experience(CX) Platform, Sonata's Platformation realization services have been specifically designed so that implementation of services on Microsoft Dynamics 365, Microsoft Azure, AWS, Cloud Engineering, Managed Services as well as on new digital technologies like IoT, Artificial Intelligence, Machine Learning, Robotic Process Automation, Chatbots, Block Chain and Cyber Security, deliver to the Platformation promise. Sonata's people and systems are nurtured to bring together the depth of thought leadership, customer commitment and execution excellence to make a difference to business with technology.



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