Superior Real-time collaboration between stakeholders for law firms achieved through modern platform

About the Customer

The client is a subsidiary of one of the largest litigation support firms based in the USA. The company is a **Microsoft** BizSpark affiliate and helps companies take command of their span of business from the intake process to closure and more.

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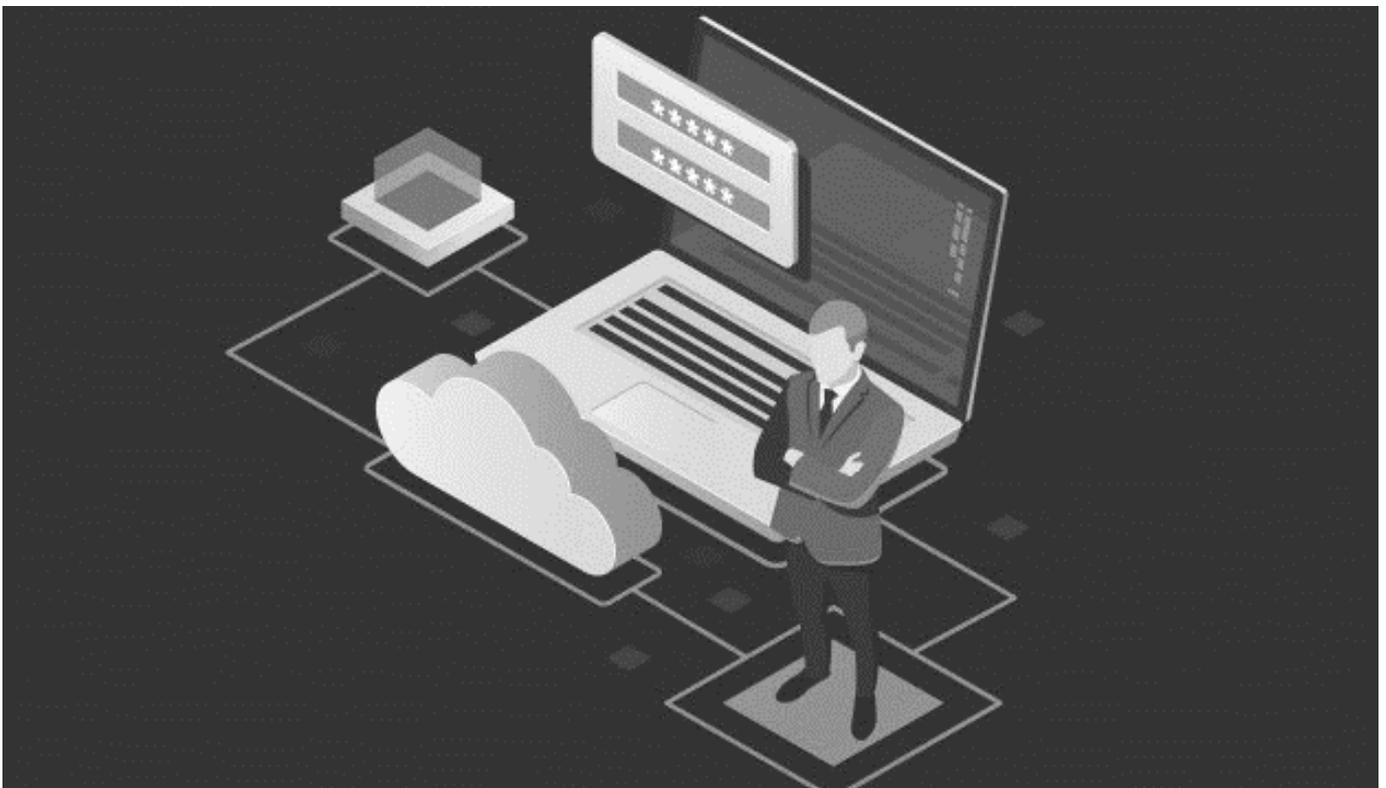
Business Challenges

Client needed to reduce the overall time spent on the documentation process in sharing relevant documents and information with the plaintiffs.

The existing platform was unresponsive & the client faced constant delays. Hence, they sought to build an integrated platform to overcome these challenges and to help manage practices of clients efficiently.

They sought a partner who could develop a modern platform to enable superior collaboration & information, Document sharing between multiple stakeholders.

Key Drivers

- An intuitive easy to use platform

- The platform had to be robust & bridge the gap between stakeholders through seamless collaboration

- They also needed a transparent document management system

- Confidentiality was paramount & hence the security system had to be top notch while information was exchanged

- Eliminate excess spending on on-prem infrastructure and resulting overheads

- Platform to be agile and scalable

- Access relevant customer information on the go

Engagement Highlights

To ensure alignment, quick POCs done where required customer was kept updated on key deliverables

Reusable components were built and used across the website. This brought down the overall development time

Solution

Sonata envisioned and developed a modern case repository platform on Azure cloud by utilizing

01 Container based microservices architecture" deployed with Azure was used to simplify the platform structure

02 Lead and Intake management Modules on Dynamics 365 to streamline the overall lead capturing process

03 Frontend modernization using 'Angular 8' technology was used for ensuring a seamless customer experience

04 Java and PHP API's in developing an intuitive mobile application that enabled customers get real-time updates

Business Benefits

A unified view of lawsuits through using a modern platform that enabled seamless information exchange across stakeholders.

The platform provided a holistic view of the cases to the law attorney which resulted in a positive impact

The Modern UI with a responsive design made the application easy to navigate and enabled re-usability

The customer portal enabled sharing and tracking of documents smoothly

The Mobile application developed ensured easy access to applicant information on the go

WHY SONATA?

Sonata's Platform Engineering, based on Platformation (open, connected, scalable and intelligent), helps ISVs and Platform companies to

1. Build Platforms for digital economy

2. Modernize Legacy ISV into platforms

3. NextGen global support services for modern platforms

Enterprises today focus on customer-centric business model and use innovative platforms as a significant differentiator in their industry. There is a significant shift in the way software products are rolled out – Traditional On-Prem and Perpetual Licensing is giving way to Cloud-based, Pay as you go model; Browser-based access has been replaced by multichannel and omnichannel access; Need to provide real-time API based integration to operate in the larger ecosystem.

Therefore today's ISVs must make the leap from software products to Digital Platforms to

- Accelerate transformation Agenda and generate competitive advantage.

- Help adapt newer Business Models, Avenues, Geographies

- Build a connected ecosystem to achieve operational excellence

- Build an ecosystem for a superior end to end Customers experience

- Innovate faster – through matured processes, automation, and tools

Sonata is a global Microsoft ISV Dev Centre partner specialising in building platforms using some or the full range of Modern Workspace, Biz Apps, Data & AI and Apps & Infrastructure. We leverage our 360-degree relationship with Microsoft in the execution of our projects. Sonata has over 200 successful ISV engagements and delivered 500+ products globally.

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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