



MANAGED SERVICES CASE STUDY

Tasty Outcomes

Sonata helps chicken chain meet aggressive cost saving targets through infrastructure managed services

Client Overview

The client is 70-year-old fast food chain and is one of the world's largest quick-service chicken chains. It specializes in fried chicken and is headquartered in Atlanta, Georgia

Revenue \$1.3 B	Presence in countries 25
Locations 1,500+	Employees 5,000

The Pressure Points

The client was undergoing a demerger, and the company's management had set the IT team a target cost reduction of 30%, while ensuring business as usual (BAU) as far as normal operations were concerned. Their existing vendor was struggling to support their endeavor. There were other factors driving the need for an effective managed services partner as well.

150 undocumented applications	Lack of operational governance	Stringent transition timeline	High cost of operation
High cost of service extension from incumbent vendor			

Solutions

Sonata took the customer's infrastructure management offshore, and provided Remote Infrastructure Management Services for:

Hosting, Developing, Maintaining and Monitoring	24x7 helpdesk support	10 x 5 HQ support
SLA-based support	Hosted servers with data center partners	

Results that Speak Volumes

Business Benefits

Reduced IT spend	Reduced cost of hosting	Improved management & availability by hosting servers on VMware
Productivity enhancement		

By The Numbers

Reduction in IT spend 20%	15 -year relationship	Reduction in infrastructure management costs 40%
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