Case Study

Cart to Cloud Control

Streamlining BigBasket's cloud management
with Sonata's managed service delivery

Summary

Sonata partnered with BigBasket, India's largest online grocery delivery service, to streamline cloud infrastructure management and establish an SLA-driven engagement model. This addressed BigBasket's challenges with high deployment failure rates and slow progress with new initiatives. By optimizing cloud stability, increasing deployment success rates, and minimizing ad-hoc interventions, Sonata's managed services significantly enhanced BigBasket's productivity, enabling its in-house team to focus on strategic priorities such as adopting new technologies, reducing technical debt, and improving automation coverage.

Client Overview

Industry **E-grocery**	Headquarters **Bengaluru**	Revenue **$1.5B+**	Line of Business **Grocery and essentials delivery**

Number of employees **10,000+**

Pressure Points

BigBasket faced high deployment failure rates and timely and error-free resolution for regular SOP-driven requests with previous vendors, requiring heavy involvement from their internal team in managing operations. This left limited bandwidth for focusing on critical projects and new automation initiatives.

Solutions

Sonata's managed services were implemented to optimize BigBasket's AWS environment, reduce deployment failures, and provide reliable cloud infrastructure management, allowing BigBasket's team to focus on strategic tasks and automation.

Enhanced AWS stability through alert fine-tuning and noise reduction	Reduced MSCVS deployment job failure rate to 3% by following strict SOPs	Optimized monolithic job processes for greater efficiency	Managed migrations and automation, allowing the BB DevOps team to focus on transitioning to AWS EKS and other critical tasks
Reduced effort spent by BB Team on ad-hoc deployments by 70% through collaboration with the BB Release team	Identified and remediated security misconfigurations	Provided cost optimization and reporting for cloud expenditures	Standardized monitoring with site 24x7, cutting infra and application monitoring expenses

Results that Speak Volumes

85% reduction in incident occurrences for deployments	**97%** success rate in deployment	**70%** increase in productivity