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Sonata's Harmoni.AI is embedding responsibility at the core of enterprise AI

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As enterprises move from the proof-of-concept (POC) stage to implementing generative AI (GenAI) at scale, IT leaders must consider multiple factors to scale solutions effectively while mitigating risk. When including AI as part of the software development lifecycle (SDLC), they should consider how to embed security and privacy throughout the process. Also, as AI capabilities expand, it's imperative that CIOs and their applications reflect their company's values, governance structures, and operational priorities to ensure the benefits of AI align with the desired results and expectations.

GenAI is seen as a game changer in how we work, how data is used, and how systems interact. Therefore, successfully deploying AI means IT teams must take a business-first approach, incorporating governance as the human+AI functionality increases. Human+AI frameworks will require changes in software development, pushing IT closer to the business, and collaborating consistently throughout design, development, and go-live activities.

To support enterprises in their Human+AI journey, Sonata Software (Sonata) has evolved Harmoni.AI—a comprehensive framework combining AI-powered service delivery platforms, technology accelerators, and industry-relevant frameworks. HFS Research spoke with Sonata executives to understand how Harmoni.AI helps enterprises drive AI-led modernization responsibly.

Harmoni.AI: A responsible–first AI framework with business–centric outcomes

Sonata's Harmoni.AI is built with a responsible-first AI philosophy, embedding governance and observability at the core. The framework ensures AI deployments align with regulatory, security, and ethical standards while enabling autonomous decision-making with built-in monitoring and control mechanisms. This is increasingly important as AI agents take on more proactive roles in enterprise operations, allowing their human partners to focus on value-creation efforts.

Harmoni.AI is designed top-down with a results-first mindset. To achieve this, AI adoption should be structured around how software development efforts enhance customer experiences, optimize operational workflows, and create insights that lead to better collaboration. Building Harmoni.AI with this end-state ensures enterprises achieve measurable returns from their AI, software, and people investments.

A four–pronged approach to AI modernization

Sonata guides enterprises through a structured 4D AI adoption framework:

1. **Discover:** Experimentation and awareness-building to secure stakeholder buy-in

2. **Design:** Establishing scalable AI foundations with robust governance measures

3. **Deploy:** Driving efficiency through AI-powered automation and system modernization

4. **Differentiate:** Enhancing business competitiveness through AI-driven innovation

A critical aspect of Harmoni.AI's responsible-first approach is ensuring AI remains transparent and accountable throughout its lifecycle. AI agents operate within the defined parameters of the business. This approach allows the products built by their IT partners to continuously monitor data and workflows to analyze biases, mitigate security risks, and prevent regulatory non-compliance.

AI–driven modernization: Software engineering, testing, and operations

With the emergence of GenAI, SDLC is undergoing significant change. An HFS Research survey revealed that a whopping 93% of executives leading software teams are considering using Gen AI for software engineering in their firms. Across use cases, over three-fourth said they are already somewhat using it to augment existing efforts or nearly all the time.
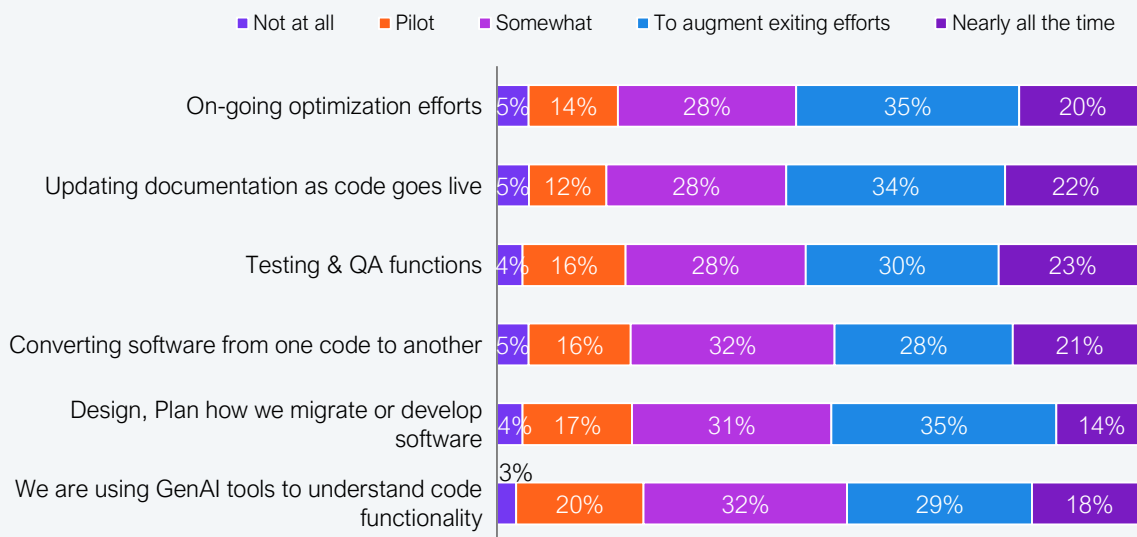
Harmoni.AI is designed to be embedded into the SDLC, deeply integrating the AI functionality into multiple tasks across software engineering and modernization programs. Its solution provides key automation, configuration, and reporting capabilities that can significantly accelerate the conversion of code, software release cycles, and data optimization across multiple systems and data repositories. Some of the key benefits that IT organizations will observe for their SDLC components:

- **AI-powered software modernization:** Harmoni.AI provides an intelligent app converter, which breaks down monolithic systems into modular services, creating API-led architectures that are easier to integrate and scale.

- **Automated testing and validation:** Sonata's AI-driven testing framework helps enterprises achieve broader test coverage with fewer resources, enhancing software quality while reducing time-to-market.

- **Data governance and compliance:** With AI-driven monitoring, Harmoni.AI ensures compliance with evolving regulations, allowing enterprises to adopt multi-LLM architectures while maintaining AI security and accountability.

Exhibit 1: Gen AI tools are being implemented across the SDLC

Q. Where are you using GenAI tools to help with software development lifecycle?

Legend: ■ Not at all ■ Pilot ■ Somewhat ■ To augment exiting efforts ■ Nearly all the time

Category	Not at all	Pilot	Somewhat	To augment exiting efforts	Nearly all the time
On-going optimization efforts	5%	14%	28%	35%	20%
Updating documentation as code goes live	5%	12%	28%	34%	22%
Testing & QA functions	4%	16%	28%	30%	23%
Converting software from one code to another	5%	16%	32%	28%	21%
Design, Plan how we migrate or develop software	4%	17%	31%	35%	14%
We are using GenAI tools to understand code functionality	3%	20%	32%	29%	18%

Source: HFS Research, 2025

Reimagining UX: The future of AI–driven user experience

For organizations looking to boost the user experience, Harmoni.AI can help teams develop and deploy dynamic, agent-driven user experiences powered by AI assistants by proactively curating insights, recommending actions, and automating routine workflows. These tools allow business users to interact with AI agents to summarize data, forecast trends, and provide intelligent real-time recommendations based on their workflow needs.

Sonata has developed a Figma-to-code conversion tool to rapidly develop and deploy these agent-based dashboards, enabling seamless prototyping of AI-driven interfaces. By allowing business and IT teams to collaborate on UI designs in real time and then quickly generate front-end code, this innovation enhances agility in application development and ensures business users and IT teams stay aligned on UX goals.

Real–world impact: AI–driven business transformation

Harmoni.AI's capabilities are already delivering significant value across industries. Examples include:

- **Finance operations modernization:** AI-driven automation for a telecom provider, reducing operational inefficiencies

- **IT support assistant:** AI-powered helpdesk for a retail client, reducing response times and increasing resolution accuracy

- **Legal document automation:** AI-enabled contract analysis for a UK-based travel and tourism company, streamlining compliance processes

- **Customer experience transformation:** AI-powered summarization for an insurance broker, enhancing claims processing efficiency

Sonata's commitment to outcome-driven AI adoption is reflected in these real-world applications, where businesses have seen productivity improvements, cost reductions, and enhanced customer engagement.

Partner ecosystem: Scaling AI with Microsoft and AWS

Harmoni.AI integrates seamlessly with Microsoft Copilot, Amazon Q, and cloud-native platforms, enabling enterprises to adopt best-in-class AI services while maintaining Sonata's responsible-first principles.

Through its 4D framework, Sonata provides enterprises with two integration pathways:

1. **Plug-and-play Copilot integration** for enterprises using existing Microsoft AI solutions

2. **Custom Copilot development** leveraging Sonata's Harmoni.AI studio, allowing businesses to tailor AI capabilities to specific operational needs

The Bottom Line: Drive AI modernization with responsibility and business value.

Adopting responsible AI frameworks is essential for IT leaders seeking RoI from GenAI. Sonata's Harmoni.AI provides a structured, governance-led approach to AI modernization, ensuring enterprises scale AI responsibly while maximizing business impact.

As organizations rethink software engineering, customer engagement, and IT operations, AI-driven transformation must align with business objectives, regulatory requirements, and ethical considerations. Harmoni.AI's responsible-first strategy, combined with its AI-powered engineering tools and business-centric focus, positions Sonata as a leading partner in enterprise AI adoption.

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He has nearly three decades of experience as an analyst, consultant, software product manager, and marketing professional. He is driven by a curious mind that has followed, analyzed, consulted, and implemented solutions from data networking to large ERP projects.

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