

Case Study

# Calling for change

Modernizing financial operations with Sonata’s AI-led FinOps transformation

## Summary

With a clear vision to modernize and scale, the client partnered with Sonata to drive transformation through an AI-led FinOps modernization solution. Sonata streamlined processes, seamlessly transitioned resources, and introduced automation and real-time analytics—enhancing control, efficiency, and agility in the client’s financial operations. As a result, the team size was reduced by 50%, and payment processing time improved from 7 days to just 4 working days.

## Client Overview

A UK-based telecommunications company specializing in network services for enterprises, new media providers, and telecom carriers.

Headquarter  
**London**

Revenue  
**£350M**

Employees  
**2600+**

## Pressure Points

Legacy tech stack, challenges in modernizing IT landscape and resourcing

High cost of IT operations, infrastructure and overhead

Lack of standardization of service delivery and processes

Unable to deliver customer experience

## Solutions

Our AI-driven FinOps modernization solution transformed our client's finance operations, driving efficiency, cost savings, and improved predictability.

### Seamless people transition

Successfully rebadged and transitioned FTEs, achieving business-as-usual within 5 months and improving team utilization

### Cost & efficiency gains

Standardized operations reduced team size, optimized costs, and enabled macro-driven BRS automation

### Operational control and agility

Defined urgent payment workflows, launched cash application team for better control, and enabled early billing with SOAs dispatched in the first week

### Governance and Intelligence

Implemented D365 and real-time dashboards (weekly/monthly) to ensure delivery quality, predictability, and sustained collection performance

## Results that speak volumes

Achieved business-as-usual in 5 months post-FTE transition

Improved predictability and quality of service delivery

Maintained high collection volumes consistently

## By the numbers

**50%** reduction in people capability management (49 to 25 FTEs)

Team utilization improved from **65% to 95%**

Collections consistently sustained at **95%–98%**

Payment processing time reduced from **7 days to 4 working days** through BRS automation