The Modernization Engineering Company

SONATA SOFTWARE

Case Study

Azure ascent

Seamless cloud migration from AWS to Azure for a leading CX solutions provider

Summary

Sonata Software successfully helped a global leader in customer experience (CX) solutions migrate their critical application stack from AWS to Microsoft Azure. Using a hybrid approach of lift-and-shift and refactoring, Sonata helped the client optimize costs, improve performance and enhance scalability and security, all with minimal disruption to their operations.

Client Overview

A US-based global leader in CX solutions and services, with a portfolio spanning contact center platforms, AI-driven customer engagement tools and omnichannel communication services.

Pressure points

- **Cost optimization**
  - Rising operational costs on AWS due to underutilized resources and lack of reserved instance.
- **Operational complexity**
  - Managing hybrid workloads across Windows and Linux servers with disparate monitoring and security tools.
- **Scalability constraints**
  - Legacy architecture limited horizontal scaling and auto-scaling capabilities.
- **Data platform limitations**
  - PostgreSQL databases were not optimized for cloud-native performance.
  - Cosmos DB usage was fragmented and lacked governance.
- **Compliance and security**
  - Need for tighter integration with Microsoft security and compliance frameworks.

Solution highlights

The migration was executed in three phases, combining lift-and-shift and refactoring/rearchitecting strategies:

- **Phase 1: Assessment and planning**
  - Conducted a detailed cloud readiness assessment.
  - Identified workloads suitable for Lift-and-Shift vs. those requiring refactoring.
  - Created a migration roadmap with dependencies, timelines and rollback plans.
- **Phase 2: Lift-and-shift migration**
  - Migrated Windows and Linux VMs using Azure Migrate and Azure Site Recovery.
  - Ensured parity in performance and security configurations.
  - Deployed monitoring via Azure Monitor and Log Analytics.
- **Phase 3: Refactoring and optimization**
  - Refactored application code to leverage Azure App Services, Azure Functions and Azure Kubernetes Service (AKS).
  - Migrated PostgreSQL databases to Azure Database for PostgreSQL flexible server with performance tuning.
  - Re-architected Cosmos DB usage with multi-region replication, partitioning and cost governance.

Results that speak volumes

Transitioned from AWS to Azure with minimal disruption, improved performance and significant cost savings	Employed a hybrid approach – lift-and-shift plus refactoring – for rapid migration and long-term scalability	Aligned the platform with the customer's strategic technology roadmap	Enabled faster, more secure and more reliable customer experiences