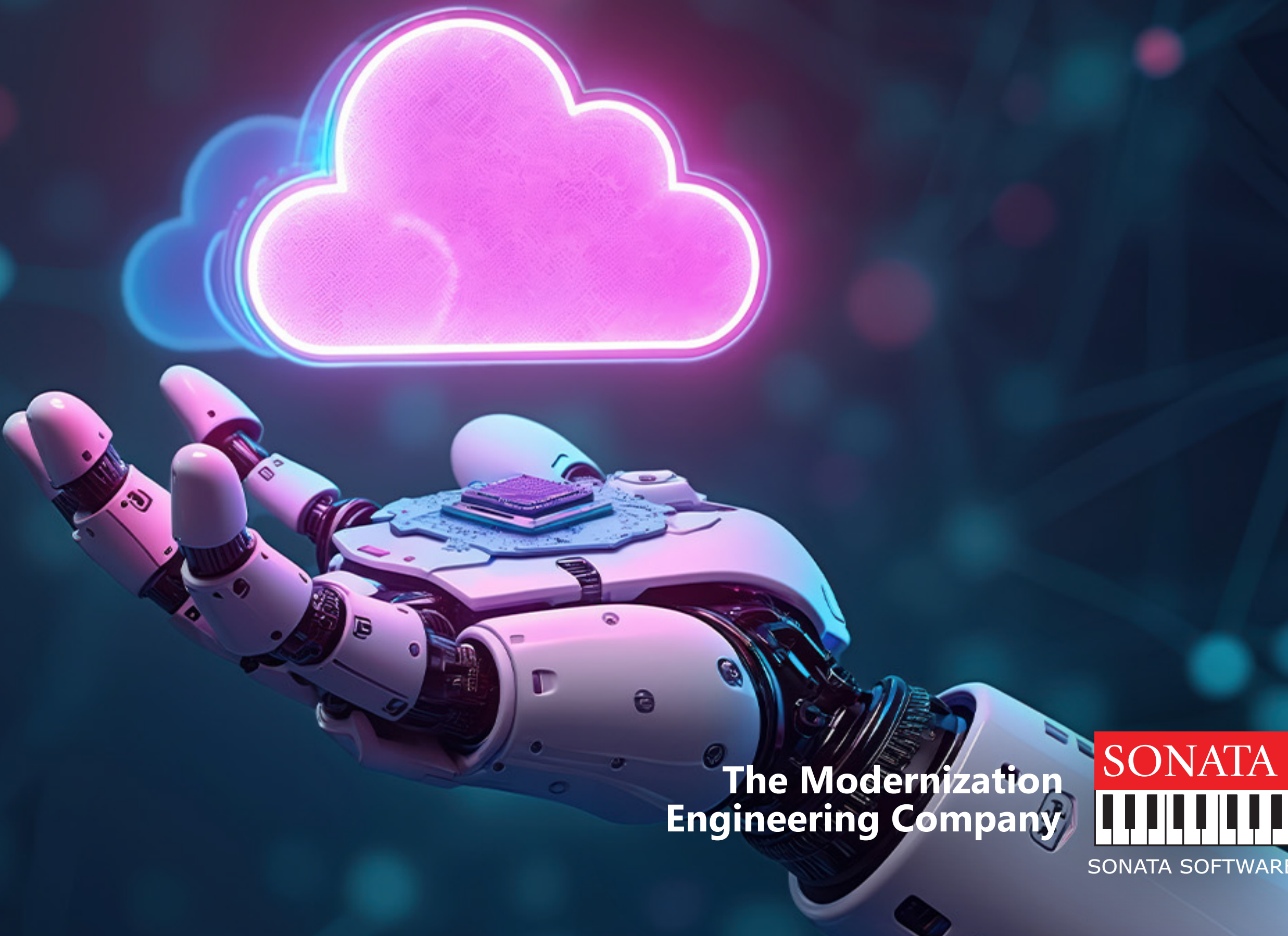


Clouds of clarity

Transforming global support and sales operations with Salesforce for a leading cloud data management company



The Modernization
Engineering Company



Summary

The client, a global leader in data integration and cloud management solutions, partnered with Sonata Software to enhance its customer support and operational efficiency. Sonata re-engineered the client’s Salesforce Service Cloud and CPQ setup, integrated third-party systems like Workday and Oracle Fusion Cloud, and established a 21×5 dedicated support desk. These initiatives streamlined processes, improved visibility, and reduced issue resolution times by 30%.

Customer overview

A US-based software company specializing in enterprise cloud data management and data integration solutions.

Headquarters	Revenue	Destinations
California	1.6 billion	31+ countries

Pressure points

The client faced significant operational inefficiencies due to fragmented systems, limited support availability, and challenges in data unification. Multiple tools and disjointed processes slowed down issue resolution and impacted customer satisfaction.

Lack of customer support during non-business hours

Inefficient delivery model impacting customer satisfaction

Multiple data sources for resolving product and pricing issues

Integration challenges between Oracle Fusion Cloud ERP and Workday

Overhead in maintenance and quote capture due to complex product hierarchies

Difficulty in assimilating organizational knowledge and resources

Solution highlights

Sonata Software designed a comprehensive Salesforce-based solution to address the client's operational challenges. By enhancing Salesforce Service Cloud and Salesforce CPQ capabilities, Sonata created a centralized platform for product and pricing management.

Case management was introduced to track customer issues

Integrated with 3rd party tools to reduce the time taken switch between screens (Workday and Oracle Fusion Cloud)

Performed code or configuration fixes on the production issue in sales cloud

Introduced a fixed and floating pool of developers, system administrators, and QA analysts for ongoing and future roadmap items

Provided 21×5 application support to address the business-critical issues across India, EMEA and US time zones

Established immediate engagement processes to address business-critical issues

Results that speak volumes

Streamlined global sales and service operations

Enhanced visibility across projects and organizational levels

Improved quality control and standardized processes

Enabled a scalable, hybrid operational model supporting 31 countries

By the numbers

30% improvement in sales process efficiency through lead automation

30% reduction in issue resolution time