

Case Study

Next-gen Digital Payment Solutions

Sonata Drives Payment Transformation for Leading Retail Bank's Merchant Services



Client Overview:

A leading Indian financial services provider with operations in 17 different nations. With more than 5000 locations, the client provides Corporate & Retail with a broad range of banking & financial service products and financial services.

Revenue
\$26.3 B

Assets
\$211 B

Employees
184,635

Pressure Points:

The client was looking for a partner to help them maintain and improve their UPI-based Payment Platform. This platform has a diverse ecosystem of APIs, a web portal, a mobile app, and an admin site for internal and external users. Besides maintaining and improving the platform, the client wanted to re-design it for Azure cloud.

The vendor engaged was not accountable for timely delivery	Delivery was being met only 50% of the time, 50% delays	Lack of product feature prioritization	System experienced frequent downtime and was incapable of handling large transactions
Single channel of POS onboarding			

Solutions:

Sonata proposed a multi-phased method to establishing a COE team with the following goals:

- Payment platform development - new features and additions
- Plan and carry out the platform's cloud transformation.
- Manage the modernized platform's cloud operations

Services - App Monitoring, Bug Fixes & Enhancements, Configuration Management, Modernization

Technology - Java, Angular, Oracle, WebSphere, spring, Azure, Datadog, Sumologic.

Introduced agile process techniques for prioritization	QA team was established to ensure quality outputs	Upgraded technology, reengineered performance, and provided a point of view for cloud migration
Introduced archiving policy, RabbitMQ, GIT, CI/CD, SonarQube	Integration points have been expanded to allow for omni-channel POS onboarding	

Results that Speak Volumes:

Product enhancement	COE model – Value delivery, Innovation & Optimization	Easier Log management and analysis	Higher scalability
Automated deployments	Secure transactions with encryption	Rapid expansion of the consumer base	

By The Numbers:

Predictability of delivery 95%	10k + merchants Integrated with the APIs	Transactions per day 12 Million	Reduction in Incident volume 30%
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