

From platform sunset to AI sunrise

Accelerating GenAI app migration for a global consumer healthcare leader with Microsoft Copilot Studio



Summary

Sonata Software partnered with a leading global consumer healthcare company to transition its GenAI ecosystem from a retiring third-party platform to Microsoft Copilot Studio. The engagement involved assessing and designing 85 applications, rebuilding approximately 50–60 within a three-month timeline, setting up multi-environment deployments and creating detailed reference guides for future development. As a result, the client now has a standardized and scalable GenAI framework on Microsoft Copilot Studio, enabling faster app modernization and long-term AI innovation.

Customer overview

A global leader in the consumer health sector, known for its portfolio of trusted over the counter and personal care brands.

Headquarters	Revenue	Presence
New Jersey	\$15.5 B	165 countries

Pressure points

The client had built approximately 70 GenAI-powered applications over two years using an external vendor platform that was being sunset. With the vendor platform scheduled for discontinuation by year-end, the client faced the challenge of rapidly assessing, prioritizing and rebuilding these mission-critical applications.

Platform sunset with limited migration timeline before year-end	Applications spanning multiple business functions with varying complexity levels
No existing standardized framework for Microsoft Copilot Studio development	Need for rapid team mobilization and knowledge transfer t

Solution highlights

Sonata Software led a comprehensive, phased migration approach starting with assessment and discovery across all 85 applications, followed by prioritization and systematic rebuild. The solution leveraged Microsoft Copilot Studio exclusively, with approximately 90% of the applications classified as low-to-medium complexity. Sonata piloted four applications in Phase 1 to validate the approach, followed by full-scale development and deployment of the remaining 46 applications. Each application utilized specific files stored in SharePoint and JIRA as knowledge sources, with end-user access delivered through SharePoint and Microsoft Teams interfaces.

Defined the system architecture, outlining structure, technologies and integration patterns	Developed and maintained complete source code and reusable components
Handled end-to-end deployment across production environments, including configurations and dependencies	Collaborated closely with the client for validation, feedback and sign-off at each delivery stage

Results that speak volumes

Migration and rebuild of GenAI applications using Microsoft Copilot Studio Completed the assessment, design, development and deployment of approximately 50–60 applications within a three-month period, ensuring continuity from the sunseting platform	Standardized and scalable GenAI architecture Established a consistent architectural framework for Copilot-based applications, including reusable components, design templates and integration patterns to support future builds
Development of three reference guides Delivered one reference guide each for brand brains, content creation and enterprise chat assistant, enabling future app builds using Microsoft Copilot Studio	End-to-end deployment and environment setup Deployed all applications across development, QA and production environments, ensuring proper configuration, validation and sign-off at each stage of delivery