

Building the future of retail

Modernizing IT infrastructure for global scalability and agility

The Modernization Engineering Company



Summary

A leading multinational retailer partnered with Sonata Software to modernize and scale its IT infrastructure in alignment with its global expansion goals. Through a dedicated service delivery center and an output-based delivery model, Sonata built a scalable, compliant, and cost-efficient data center infrastructure that enabled rapid business growth and operational agility.

Customer overview

A global retail leader headquartered in the United Kingdom, the company operates thousands of stores across more than 12 countries. With a workforce of over 300,000 and annual revenues exceeding £65 billion, it serves millions of customers daily through supermarket, hypermarket, and e-commerce channels. As part of its digital transformation journey, the retailer sought a modern IT foundation to power innovation and support its expanding operations worldwide.

Pressure points

Rapid business growth created an urgent need for scalable infrastructure and enhanced agility

The retailer required a new data center to support expansion while ensuring security, compliance, and performance

Managing complex technology layers — including servers, storage, networks, backups, and databases — demanded a unified and efficient approach

Legacy infrastructure models lacked flexibility and cost-efficiency, slowing modernization efforts

Solution highlights

Sonata Software established a dedicated service delivery center (DDC) to deliver infrastructure build services through an output-based pricing model, ensuring efficiency, scalability, and measurable outcomes.

Designed and deployed virtual machines with full OS installations (Linux – RedHat, SUSE, Ubuntu, AIX)

Configured and validated servers, storage, and backup systems

Managed database and network setup, ensuring compliance and quality assurance

Deployed a team of 22 specialists across virtualization, networking, storage, and database domains

Delivered up to 250 infrastructure builds per month, consistently meeting business capacity and performance targets

Results that speak volumes

Enhanced scalability

Rapid infrastructure setup enabled faster global expansion

Improved efficiency

Output-based delivery model ensured predictable, measurable performance

Cost optimization

Achieved over 30% reduction in operational costs

Security and compliance

Dedicated delivery center maintained strict governance and quality standards

Greater agility

Quickly scaled resources to meet dynamic retail demands

Business impact

The retailer gained a robust, scalable, and secure IT foundation supporting its worldwide operations. Partnering with Sonata Software ensured cost optimization, business continuity, and readiness for future growth—empowering the organization to lead confidently in the evolving retail landscape.