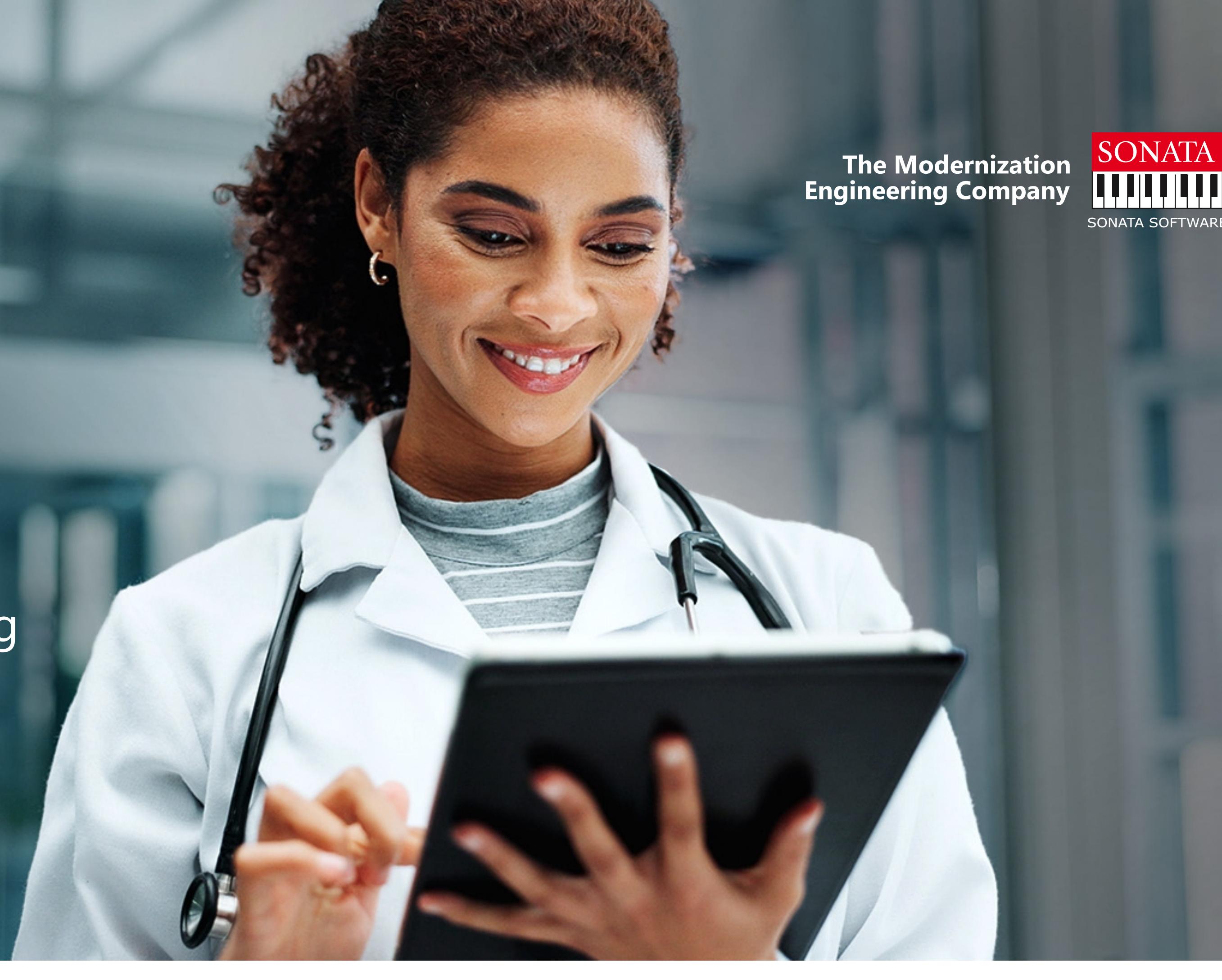Case Study

Care at the Core

Reducing IT Costs and Modernizing
Operations with Managed Services

Summary

A leading healthcare provider operating successfully addressed high IT costs and inefficiencies in operations with Sonata's managed services model. By leveraging offshore delivery and modern engineering practices, the client could optimize costs, improve productivity, and deliver better healthcare services to vulnerable patient groups.

Client Overview

A premier provider of health care to vulnerable patients in challenging clinical environments.

Headquarter **Nashville**	Locations **36 USA states**
Centers **550**	Revenue **TBU**

Pressure Points

High cost of health care during and post-Covid pandemic due to sudden wage increases and shortage of medical staff	Federal or Government contracts not amenable to corresponding amendments to address the high cost to serve	High costs associated with an onshore-based IT setup
Lack of SLA-driven and well-governed IT operations under a managed service model	Absence of adequate automation and modern engineering practices within the IT landscape	

Solutions

Sonata Software executed a strategic transition to a managed services model, optimizing IT operations through offshore delivery, streamlined processes, and modern engineering practices.

Transitioned ~80% of the IT landscape to Sonata's offshore model in three phases over one year, achieving significant cost optimization	Strengthened IT operations with SLA/KPI frameworks and robust governance mechanisms
Streamlined ITIL and SDLC processes, fostering productivity and cross-functional collaboration	Introduced modern engineering practices using tools and frameworks aligned with managed services

Results that Speak Volumes

~20% cost savings starting from Year 1	Ensured a seamless transition of delivery and operations to offshore while maintaining uninterrupted business operations	Launched the client's core proprietary healthcare platform, Modern ERMA	Launched the client's core proprietary healthcare platform, Modern ERMA