Case Study

Clearer vision, smarter operations

Transforming global optical manufacturing with Dynamics 365 F&O and Sonata's expertise

The Modernization Engineering Company

SONATA SOFTWARE

Summary

A global optical manufacturer partnered with Sonata Software to strengthen its production, finance, and operational processes through a modernized Dynamics 365 Finance & Operations platform. Sonata enabled a full ERP upgrade, multi-region rollouts, process automation, and advanced analytics with Azure. This transformation enhanced operational stability, standardized processes, and delivered measurable efficiencies – including a 15–20% improvement in Azure cost optimization.

Customer overview

A US-based luxury jewelry retailer specializing in engagement rings, diamonds, gemstones and high-end watches.

Headquarters	Employees	Presence
Tokyo	**20,000+**	**110+ countries**

Pressure points

The client faced significant operational challenges due to fragmented processes across their global entities. Their legacy AX 2012 R3 system struggled to provide the real-time support needed for critical business operations, while growing business demands required enhanced functionalities. The lack of process standardization across regions led to low productivity, making it difficult to scale operations efficiently.

The company needed a robust solution to manage daily production support assignments, implement enhancements with minimal disruption, and drive automation across their global supply chain and manufacturing operations.

Solution highlights

Sonata delivered a comprehensive modernization program centered on upgrading the ERP landscape and introducing scalable, automated, and analytics-driven capabilities. This included a shift to Dynamics 365 F&O, continuous version updates, advanced reporting through Azure Synapse, redesigned integrations, and multi-region implementations.

- Upgrade from AX 2012 R3/AX 2009 to Dynamics 365 F&O
- Quarterly platform version upgrades
- Implementation of Order Entry application & redesign of integrations
- Automation of posting processes and month-end closing
- Azure Analytics + BYOD (legacy) for advanced reporting
- Multi-region implementation across Australia, Taiwan, China, and Europe
- File-based imports/exports, SharePoint integration & web services redesign

Technology used

- Dynamics 365 F&O
- Azure Synapse Analytics (replacement for BYOD)
- BYOD (legacy)
- Management Reporter
- Power BI

Results that speak volumes

- 15–20% efficiency improvement in Azure cost optimization
- Improved productivity with automation of month-end and posting processes
- Configured alerts and budget-specific monitoring for improved financial control
- Enhanced agility with faster feature enhancements via internal team collaboration
- Faster insights via Power BI & Synapse integration
- Adopted Azure cost recommendations, reducing cloud expenditure