

Clearing the cloud

Simplifying a heterogeneous AWS cloud environment with Sonata's managed services

The Modernization Engineering Company



Summary

A leading global business process management (BPM) company with a sprawling, heterogeneous AWS environment faced mounting challenges around operational visibility, security compliance, and cost governance. Partnering with Sonata Software for AWS Managed Services, the client gained a unified observability framework, a structured FinOps program, and a proactive security remediation roadmap – resulting in a 65% reduction in major incidents and 15%+ cloud cost savings.

Customer overview

| | |
|---------------------------------|--------------------------------------|
| Lines of business BPM | Revenue \$1B+ |
| Employees 35,000+ | Headquarters Mumbai, India |

Pressure points

The client operated a large-scale, heterogeneous AWS environment spanning multiple platforms, including VMware on AWS, EC2, VMware Horizon, and AWS WorkSpaces. Over time, this ecosystem expanded organically, leading to fragmented operations, inconsistent security practices, and lack of cost visibility. This complexity resulted in frequent service disruptions and limited ability to proactively manage performance, security, and costs.

No unified visibility across platforms, leading to siloed operations and reactive incident management

Inconsistent security posture and patch compliance across the cloud estate

Lack of structured cost governance – no reliable chargeback or show back mechanisms for internal business units

High frequency of major incidents impacting service reliability and end-user experience
Sonata's Approach

Solution highlights

Sonata implemented AWS managed services to bring structure and control to the client's multi-cloud ecosystem.

Deployed a single-pane-of-glass observability framework across all cloud platforms and technology stacks

Conducted end-to-end discovery and cataloging of the entire multi-cloud landscape

Assessed security posture and delivered a structured enhancement and patch compliance roadmap

Reviewed major incidents over a three-month period to identify root causes and drive systemic remediation

Performed performance fine-tuning for critical workloads to improve end-user experience, particularly across end-user facing workloads (e.g. Websites etc.)

Implemented a full FinOps program including tooling, cost attribution, chargeback/show back, and active optimization

Developed a platform simplification roadmap to rationalize the technology stack and reduce long-term operational overhead

Results that speak volumes

Improved operational visibility and centralized cloud management

Enhanced security governance and compliance consistency

Proactive incident management and improved service reliability

Optimized end-user experience across critical applications

Streamlined cloud operations and reduced complexity

By the numbers

15%+ cloud cost savings through structured FinOps optimization

50% improvement in security score following posture assessment and remediation

65% reduction in major incidents through root cause analysis and proactive process changes