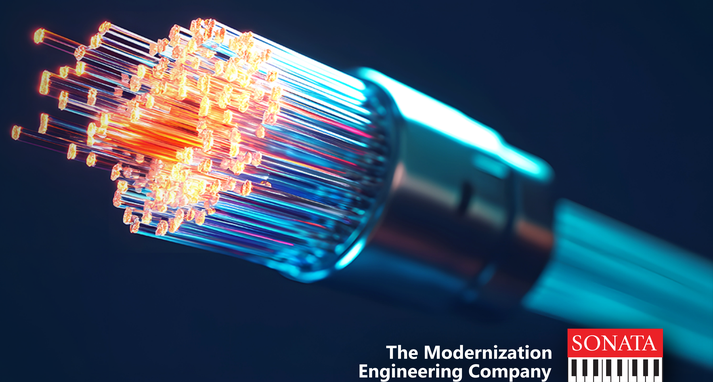
Case Study

Connectivity meets cloud

Elevating network management and service delivery with Dynamics 365 for a telecommunications provider



The Modernization Engineering Company

SONATA SOFTWARE

Summary

Sonata Software helped the client transition from outdated, on-premise systems to a modern, integrated cloud platform built on Microsoft Dynamics 365. The solution digitalized the lead-to-cash and issue-to-resolution processes, delivering enhanced operational efficiency, improved customer and employee experiences, and a paperless environment. The transformation resulted in a 17% improvement in operational efficiency and significant cost savings through optimized scheduling and improved first-time fix rates.

Customer overview

A state-owned wholesale telecommunications provider, responsible for building, owning, and operating the country's National Transmission Network (NTN).

Pressure points

Outdated on-premise systems were limiting performance, increasing the cost of ownership, and restricting the organization's ability to scale and adapt. Disconnected business operations affected decision-making, customer service, and employee productivity. The customer also sought a paper-free environment with electronic approvals, improved customer and employee experiences, and seamless integration with the NTK Management System, while retaining flexibility for future enhancements.

Solution highlights

Sonata implemented an end-to-end Microsoft Dynamics 365-based cloud solution to integrate core business operations and modernize service delivery. The platform digitized lead-to-cash and service management processes enabled data-driven decision-making through analytics, and supported automation across scheduling, approvals, and service workflows.

Technology used

- Microsoft Dynamics 365 for Finance and Operations
- Microsoft Dynamics 365 for Sales and Customer Service
- Microsoft Dynamics 365 for Field Service
- Microsoft Dynamics 365 for Talent
- Microsoft Power BI
- End-to-end solution covering the Lead-to-Cash process

Results that speak volumes

A new integrated cloud platform that digitalizes the lead-to-cash process and issue to resolution process

Improve customer experience through transformed service experience

Cost savings due to improved productivity and operational efficiency

17% improvement in operational efficiency using optimized and automated scheduling

Significant improvement in first time fix rate resulting in improved customer satisfaction and cost savings

Improve asset lifecycle management and asset up time