Case Study

Invigorated

Revitalizing Database Management with Managed
Services for a Multinational Pharma Leader

Summary

A Fortune 100 American multinational pharmaceutical and medical devices manufacturer achieved
seamless database standardization and operational efficiency by implementing tailored database
architecture, governance, and 24x7 support services. The company reduced service breaches from 15%
to 2% and improved service levels by 5% year-on-year. These enhancements led to better service
predictability, streamlined business processes, and faster decision-making through comprehensive
reporting.

Client Overview

A Fortune 100 American multinational pharmaceutical, medical
devices and CPG manufacturer. The company has 250+
subsidiary companies with operations in over 57 countries and
products sold in over 175 countries.

Headquarters **New Jersey**	Revenue **$76.45B**
Presence **57 countries**	Employees **130,000+**

Pressure Points

The client faced challenges with non-standardized databases and required a predictable
service delivery model. They sought a partner to streamline database platforms and processes
while providing robust support across various database services.

Non-standardized database platforms and processes.	Need to standardize DB platforms/processes across teams and service delivery on a predictable model	Requirement for support services for Application DBA service, Operations DBA service and Engineering DBA service

Solution Highlights

Sonata delivered a comprehensive database solution encompassing design, governance, and
support tailored to the client's operational needs. This included platform standardization,
multi-level support, and proactive disaster recovery measures.

Designed database architecture and data model	L1, L2, & L3 support for over 8,500 critical databases	Managed services with fixed capacity-based pricing for 18x5 support	Incident and change management processes
Disaster recovery drills	Application and Engineering DBA services	DB platform engineering and support	Overall database governance, security, and technology roadmap
Multi-country engagement across EMEA and North America	24x7 critical issue resolution support		

Results that Speak Volumes

Quick incident resolution leading to year-on-year improvement in service levels	Reduction in service breaches enhancing business process efficiency	Comprehensive reporting enabled faster and more informed business decisions

By the Numbers

13% reduction in service breaches	**5%** year-over-year service level improvement with quick incident resolution	**8500+** critical databases successfully managed