



Case Study

Establishment of ODC for a Global Leading Tourism & Services Group

Sonata Software Limited

www.sonata-software.com

Sonata sets up an ODC for a global leading tourism & services group

The customer, a global leading tourism and services group, wanted to up its Rol in IT and improve its IT delivery process. Sonata set up an ODC for the customer, providing services such as Application Development, Application Management, Managed Testing and Packaged Implementation to it.



SONATA SOFTWARE

SOLUTION OVERVIEW

Profile

Sonata Software, headquartered in Bangalore, India, is a leading IT consulting and services company. Sonata's customers are located across the US, Europe, Middle East and the Asia-Pacific region. Its portfolio of services includes IT Consulting, Product Engineering Services, Travel Solutions, Application Development, Application Management, Managed Testing, Business Intelligence, Infrastructure Management and Packaged Applications. As per the industry rankings released by NASSCOM for FY07-08, Sonata Software figured among the Top 20 IT Software and Service Exporters in India. Sonata Software has also been ranked global #2 in the 2008 Top Ten ESO: Outsourced Software Development in The Black Book of Outsourcing.

Website

www.sonata-software.com

Scenario

Application Development, Application Management, Managed Testing and Packaged Implementation for one of the largest tourism and services group in the world.

Platforms /Technologies

- Java, J2EE & WebLogic
- Informatica, Business Objects, Cognos & Trillium
- IBM Mainframe, Assembler, Cobol, CICS & UFO
- VB & C++ / C
- Test Director & Load Runner
- Perforce & Bugzilla

Benefits

- Process improvements and tools standardization
- Documentation of application knowledge
- Identification of obsolete legacy code

About Customer

The customer is one of the largest tourism and services group in the world, employing 50,000 people across different countries, with a turnover of over €20 billion.

Business Scenario

With fast changing economic demographics, such as high competition, new business models (Web-based delivery) and a push to cut internal costs, the customer was looking for a partner who could enhance its Returns on Investment (Rol) in IT as well as improve its IT delivery process.

Solution Offered

Sonata set up an Offshore Development Center (ODC) to provide services like Application Development, Application Management, Managed Testing and Packaged Implementation to the customer. Sonata's ODC also offered support to the customer's mission-critical applications, both in mainframe and PC environments.

The ODC was set up in 2 phases. The objective of Phase 1 was to repose confidence in the customer's business users. Once this was achieved, Phase 2 began, the objective of which was to transition various applications offshore.

For both the phases, the customer had a dedicated team to oversee the set up of the ODC and the transition of all applications, for their management, to the ODC.

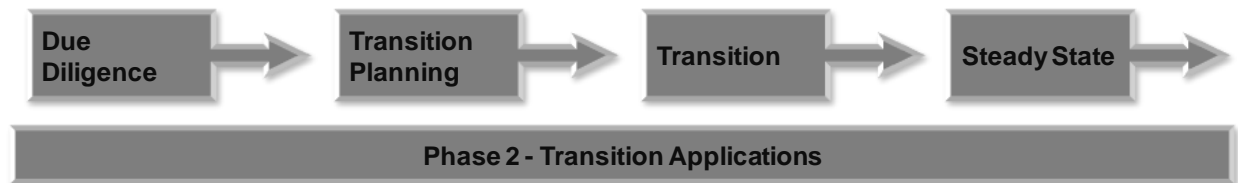
Phase 1 lasted for a period of 5-6 months. During this period, Sonata executed Application Development, Application Management, and Packaged Implementation for the customer. Also, it provided resources onsite to replace contractors.

During Phase 1, an Initiation workshop was organized to introduce the key stakeholders of Sonata and the customer to understand various IT programmes and processes of the latter, and to reach a mutual agreement on the Governance Model.

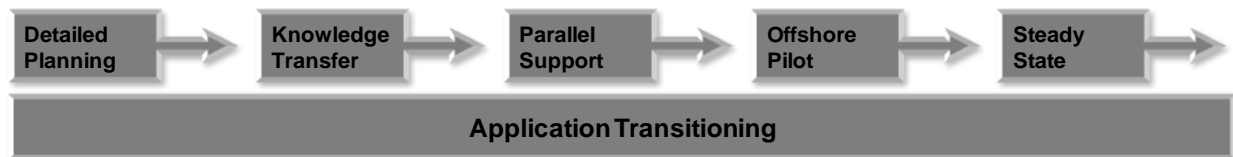
Phase 2 began with a Transition workshop, with the objective of formulating a high-level transition plan for various applications of the customer. This was

achieved by conducting due diligence on various applications to be transitioned and a subsequent analysis of the information captured.

The Transition workshop was followed by “kick-starting” the transition of various applications. The overall process adopted for Phase 2 is as follows:



Post the Transition workshop, individual applications were transitioned for Application Management (maintenance and support) through the following process:

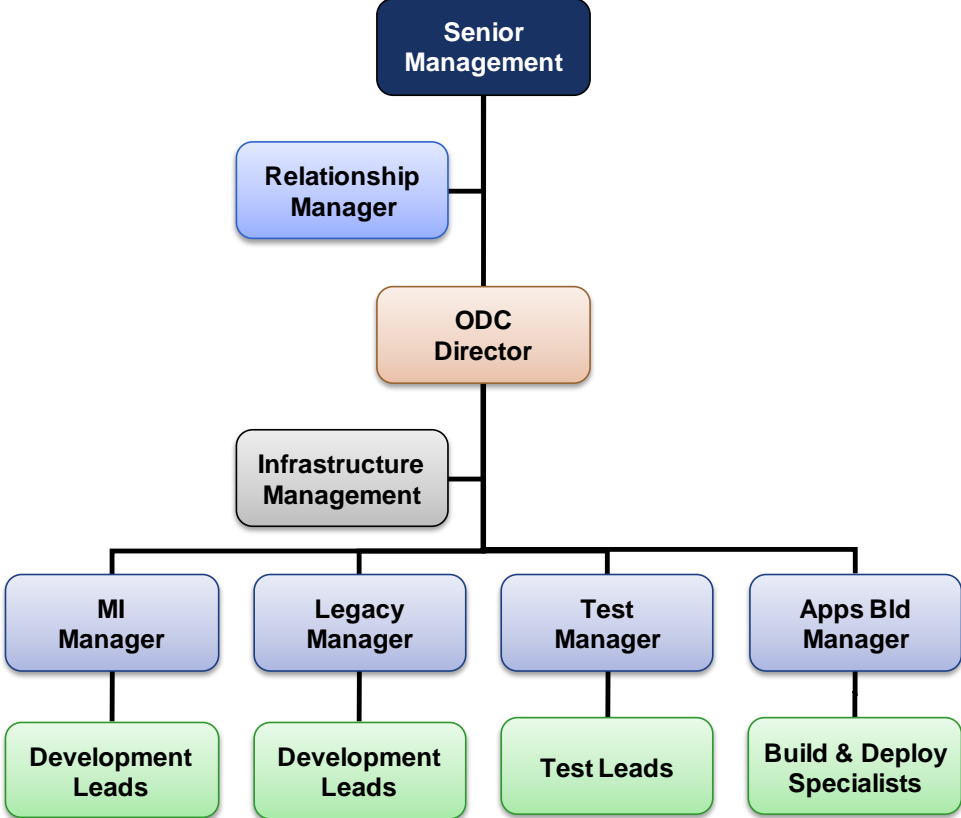


Services rendered

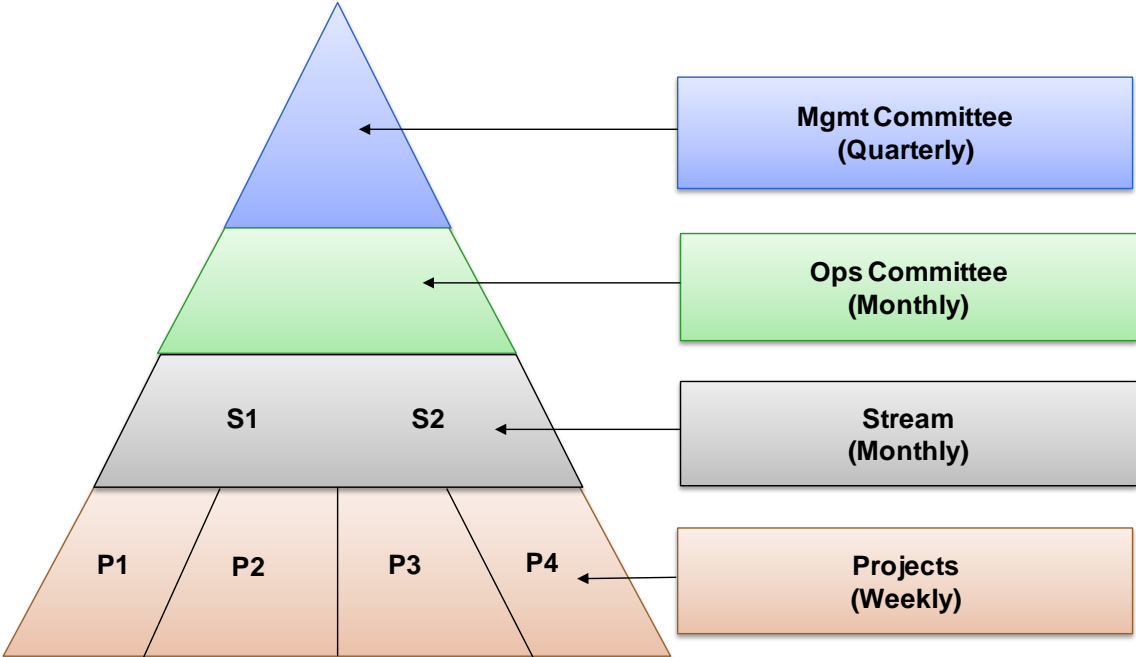
Sonata provided the following services to the customer:

- Web Applications
 - Offshore development & support (Level 3) of websites for sale of holidays
- MI Applications
 - Offshore development & support (Level 2 & 3; predominantly Level 3) for MI reporting, using data warehouse
 - Resource Augmentation
- Legacy Applications
 - Offshore development & support (Level 2 & 3; predominantly Level 3) of core back-end applications
- Managed Testing
 - Independent testing services for various applications
- Application Build
 - Application build and deployment in System Acceptance Test (SAT) and User Acceptance Test (UAT) environments
 - Application packaging to the production team for deployment of the application in production environment

ODC Structure



ODC Governance Model



Tools & Technologies

Java, J2EE & WebLogic
Informatica, Business Objects, Cognos & Trillium
IBM Mainframe, Assembler, Cobol, CICS & UFO
Databases – Oracle 8i, 9i, 10g, Model 204, DB2, Btrieve & Access
VB & C++ / C
Test Director & Load Runner
Perforce & Bugzilla

Business Benefits

Sonata offered the following value additions to the customer:

- Process improvements and tools standardization by Sonata's Quality Management System, through its alliances with leading technology vendors
- Documentation of the existing application knowledge, leading to reduced dependency on people
- Identification of obsolete legacy code