

Transform your customer experience with Sonata's modern experience solutions



About Sonata

Sonata Software is a trusted leader in delivering Dynamics 365 solutions, leveraging over a decade of experience in engineering and implementing innovative systems for Microsoft. We specialize in transforming customer engagement and business operations with tailored Dynamics 365 CE and Power Platform solutions, helping organizations in Retail, CPG, Distribution, Energy, and Utilities optimize sales, marketing, and service functions to drive growth and enhance customer experiences.

What We Offer

Industry-led transformation solutions

- **Retail sales and customer experience transformation:** Modernize retail operations and elevate customer engagement.
- **CPG and distribution sales and service transformation:** Enhance service efficiency and streamline distribution processes.
- **Energy and utility service transformation:** Optimize service delivery and improve operational resilience.

Modernization services

- **Upgrade assessment:** Comprehensive evaluation to plan seamless transitions to Dynamics 365 CE.
- **Accelerated upgrades:** Fast-tracked upgrades for quick adoption of Dynamics 365 CE.
- **Implementation and rollout:** Global-scale deployment ensuring successful system adoption.

Key services

- **Consulting**
 - Global solution definition and business case development
 - Upgrade pre-assessments and performance audits
 - Architecture optimization for enhanced performance

- **Engineering Services**
 - Dynamics 365 CE engineering, optimization, and DevOps
 - Robust testing and test automation for reliable deployment
- **Managed Services**
 - 24/7 global helpdesk support
 - Incident and problem management
 - Disaster recovery, backups, and in-place upgrades for business continuity
- **Agile power platform solutions**
 - Leverage Power Apps, Power Automate, Power BI, and Power Virtual Agents to drive innovation and efficiency
- **Implementation and upgrade services**
 - Enterprise-scale rollouts and customization for global operations
 - Seamless version upgrades from on-premise to online or across on-premise systems

Why choose Dynamics CE?

- **Proven expertise:** Member of Microsoft's Inner Circle for Business Applications for four consecutive years.
- **Comprehensive Microsoft certifications:** Holder of all six Microsoft Solutions Partner designations, including business applications.
- **Scalable growth:** Tailored solutions for modernizing operations and enhancing customer engagement.
- **End-to-end services:** From consulting to managed services, we ensure a seamless digital transformation journey.

Key Use Cases



Retail:

Boost customer loyalty and streamline sales processes through advanced Dynamics 365 CE solutions.



CPG and distribution:

Improve field service efficiency and empower sales teams with actionable insights.



Energy and utilities:

Enhance customer service with intelligent workflows and automated processes.



Global enterprises:

Drive scalable growth with enterprise-level Dynamics 365 CE implementations and upgrades.

Partner with Sonata for a Resilient Security Landscape

With Microsoft Solutions Partner recognition in Security and expertise as an Azure Expert MSP, Sonata is your trusted partner in achieving a secure, scalable, and modern cybersecurity posture.

Get started today!

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