



SUCCESS STORY



How Sonata reduced its average ticket resolution time to an hour



Freshservice is being used in IT, HR, Finance, operations, and Admin support as an integrated service management platform. This tool can be called an Enterprise Service Management Tool. It has helped us to improve turnaround time and user experience in handling service tickets. Freshservice implementation was faster when compared with other competitive tools in this category.



Balaji Veeraragavan K
Head IT & Security, Sonata Software

Business Challenges

The support teams at Sonata, which included HR, IT, Finance, and Admin, were using Talisman to handle all support tickets for their departments. Employees would send an email to a support email address. This led to the following:

- Unstructured and unscalable support
- Low productivity
- Lack of SLA calculation/adherence
- Inability to track tickets

Why Sonata Chose Freshservice

With more offices opening up across the globe and with their teams expanding, Sonata wasn't just looking for an ITSM tool. They were looking for an enterprise service management solution that was scalable across teams, supported integrations seamlessly, provided better visibility, and increased employee productivity.

About Sonata:

Sonata Software Limited is a leading modernization and digital engineering company, headquartered in Bangalore. Sonata provides modernization services using its proprietary Platformation™ approach. It specializes in cloud and data modernization, Microsoft Dynamics Modernization, digital contact center setup, and management, managed cloud services, and digital transformation services. Founded in 1986, the company has since grown to have a presence in North America, Europe, and Asia-Pacific.

Products used:

- Freshservice

While Sonata did consider other options, they found Freshservice, which they internally branded as Altrua, suited their needs due to the:

- Simple user interface
- Easy implementation
- No-code solution that would be used by non-tech teams to provide support
- Ability to be accessed by anyone with an internet connection and a mobile device
- Seamless integration with their existing systems/tools like MS Teams, Whizible and Darwinbox
- Easy integration with chatbots



We started evaluating various tools, and we came across Freshservice. We did a demo and we were quite impressed with Freshservice because there is no need for any coding knowledge and the adoption was easy in our environment, that was our perception. We already were resellers of Freshservice, so we already believed in the product, and it seemed like the right choice.



Mahesh Karnam

Head of IT Applications, Sonata Software



Moving to Freshservice

Sonata improved the EX of their 5500+ employees across the organization, and here's how they did it:

1. Overcame Freshservice adoption via easy integrations with existing tools. 80- 90% of data gets pulled from these Darwinbox and Whizible integrated systems, such as DetailR, and is automatically available to the agent.
2. Orchestration apps like MS Teams (branded as Altrua Chatbot internally), Azure Cloud, and Microsoft Active Directory are built for Freshservice to help agents automate actions using workflows that can be used with multiple systems and applications
3. Servicebot for MS Teams app helped understand user needs and provide them with relevant solutions thus saving end user and agent time.
4. More context and better visibility due to the DarwinBox, Whizable, and Detailr apps which helps them pull information such as requester information, and project information to Freshservice
5. Agent productivity apps such as Attachments Viewer and Quick View Requester Assets, helped agents access important data by eliminating the need to interact with multiple touchpoints.
6. Enabled the teams to provide support even via mobile.
7. Customized Reports per each department's requirement, with relevant information being displayed and shared with different teams. This gave transparency and the ability to plan and prioritize day-to-day activities more effectively and efficiently.
8. Saved time and increased productivity with Canned Responses

Results:



89% to 97 %

Increase in Resolution
Productivity



11,200 +

tickets resolved in
the last three months



11,000

records migrated from
their previous system to
Freshservice in just 3
hours



85%

of the requests come
via. the portal and **15%**
over the mobile.



5000

assets managed using
Discovery Tools like
Fresh Service Discovery
Agent