

InterSystems Caché Shared Services

For Application support

Customers of InterSystems Caché based applications face certain unique challenges. The requirements / functionalities of Caché based applications systems are very complex as the database Architecture Implementation is different from the RDBMS Systems. To add, the organizations also face challenges with regards to dependencies on limited high cost resources and optimal utilization of resources for their support activities as the activity levels are cyclical and demand based. This leads to fixed resource overheads and as a result the cost of fixing defects is significantly high which throws up a big challenge under a binding budget constraint situation.

Sonata presents a unique IT service delivery model whose compelling proposition will manage additional cost savings of 20 – 30% for our clients. Sonata's shared services proposition combines the strength of our recognized InterSystems Caché expertise, highly experienced resource pool and our experience of managing one of the complex Caché implementations to significantly improve the productivity and savings.

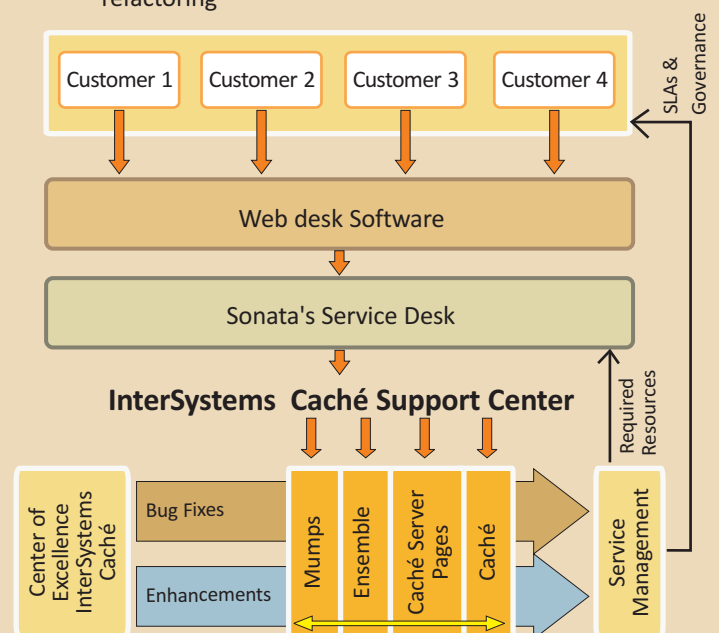
Sonata's support center for InterSystems Caché provides support services in an output based pricing model to our customers leveraging our experience and best practices to reduce the maintenance costs significantly.

Sonata also offers integration and product modernization services to our customers enabling product integration with other critical applications and making the product available on newer technologies.

Sonata's Product Lifecycle Management solutions for ISVs for InterSystems Caché

Shared Support Center – Output based pricing

- Services delivered by a common resource pool across multiple customers worldwide
- Innovative output-based pricing model aligning support cost with activity levels
- Support across a wide array of Caché based technologies like Caché, Caché Server Pages (CSP), Web-Services and older & new versions of Caché technology(Mumps ,Caché 2005.x, 2007.x)
- Closed-loop incident tracking using Sonata's Webdesk service management tool
- Managed service - Identified point of contact for Service Management & escalations
- Shared Caché Lab environment @ Sonata with multiple versions of and Ensemble
- Guaranteed productivity improvement of at least 10% Y-o-Y by enhancing test automation coverage and code refactoring



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Integration

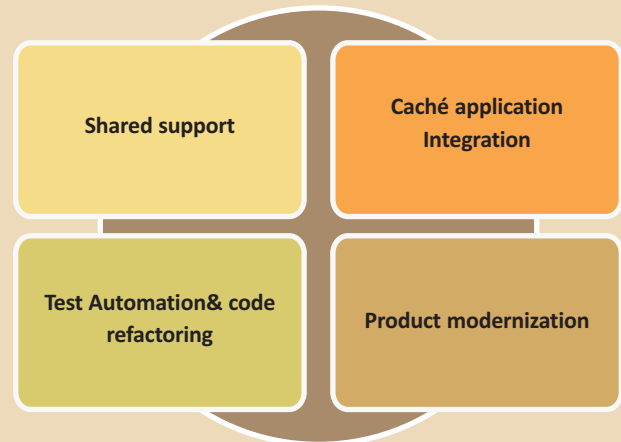
Provide Integration solutions to provide "Best-fit" integration solution for your product

- Using integration platforms such as Ensemble, from InterSystems
- Enabling your product for Web-services integration
- Integration using standard third-party tools

Product Modernization

Sonata provides solutions for web enabling your Caché applications using Caché Server Pages and Innovative architectures that leverage Cloud platforms

- Re-engineering the product to newer technologies like .Net or Java
- "Leveraged engineering": Using established third-party frameworks wherever applicable (eg: xRM), to ensure faster time-to-market
- eNAble – Proven re-engineering approach, that involved tool-based code analysis & proof-of-concepts to reduce risk



Our Value Proposition

- Innovative Output based Pricing model to ensure cost effective delivery assuring high QoS
- Expertise in wide array of Caché based technologies like Caché, Mumps, Caché Server Pages (CSP), Web-Services and older and newer versions of Caché technology
- Scalable pool of resources with knowledge of InterSystems Caché products
- Knowledge Repository for large number of commonly recurring problems and readymade solutions
- Productivity improvements of at least 10% Y-O-Y with better test automation coverage and code refactoring

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