

Real-time information

How Sonae FS more than doubled its response capacity



Sonae is a multinational group managing a diversified portfolio of businesses in retail, financial services, technology, shopping centres and telecommunications. Sonae Financial Services is the business segment responsible for fostering financial services. It includes cards such as "Universo" and "Dá", services such as "Continente Money Transfer" and also cross-selling over store credits services and also the insurance broker MDS.

Sonae Financial Services is a business unit within the multinational Sonae. This business unit coordinates financial services to be delivered to the customers and it also manages in-stores credit services as well as insurance campaigns.

The Challenge

Sonae FS was looking for a Microsoft Partner experienced in Azure PaaS services, so the work with Sonae FS started in tight collaboration with Microsoft.

Even though Xpand IT has been delivering a set of different initiatives to Sonae FS over the years, the initial challenge had to do with Sonae FS preferring to receive live data from MTSP (Mastercard Payment Transaction Services) and integrate with 3rd parties to manage credit in real time.

At the time, Sonae FS was processing huge files with the customer and their account's data by end of day. Additionally, they needed to report errors in bulk and restart the process for that customer.

Sonae FS was taking an enormous amount of time to process all this information which hurt the company's productivity and agility when it came to processing data.

- This first challenge was just the beginning of a fruitful partnership that today includes a series of other projects such as preparing Sonae's infrastructure and architecture to better integrate services and be able to receive real-time information from various areas of their business. **Sonae FS now has over 150 different APIs supporting their business needs.**

Additionally, Xpand IT's team has also been helping Sonae to build different applications and bots to respond to the specific challenges that they need to tackle. This scalability and multidisciplinary team are possible due to our own **specific work methodology which is called DX: as a Service**, that allows companies to have a resident team that will include the skills needed to face the customer's challenges when needed.

The Solution

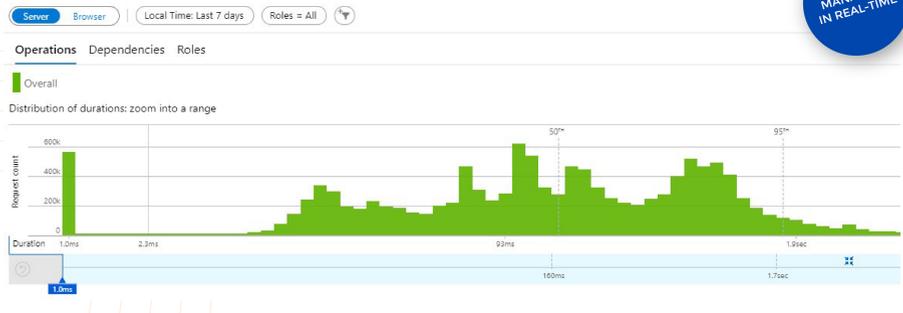
Our collaboration methodology called DX: as a Service is what made possible Xpand IT's team multidisciplinary and scalable approach when delivering different projects over the years.

This methodology's goal is to change the mindset from turn-key projects to a continuous digital initiative by adding value through a multidisciplinary and multi-technology team (including different skills such as UX/UI, Dev, Azure Backend Development, Integration and others) that is wholly focused on the client's needs.

For the initial challenge, Xpand IT implemented a back-office using Microsoft Azure Services so that Sonae FS could check the KPIs and manage potential errors in the integration. With this back-office, Sonae FS could access different dashboards that now make possible to view KPIs in real time and get notified of deviations. These notifications can be, for example, delays in integration on 3rd parties or errors in message payloads.

By altering the architectural approach and including new dashboards and operational back-offices, Sonae FS was able to leverage Azure cloud technology to process the same amount of information in considerably less time (and react to errors faster). Sonae FS is now capable of auditing the whole process and have access to more detailed information, when before the operations team spent a greater amount of time to identify the origin of specific errors.

Considering all initiatives Xpand IT is developing, **Sonae FS now has the capacity to answer 4 times more requests compared to the beginning of the project.**



The Technology

Azure is Microsoft's cloud platform.

Azure has integrated tools, pre-built templates and managed services, meaning that developers and IT professionals can quickly build and manage their apps with technologies that they already know, using skills that they already have.

Furthermore, Azure can support the main operating systems and almost every programming language, framework, tool, database and device.



Benefits

Stakeholders can consult centralized information in real-time

The solution allows for scalability, traceability and control of information

Greater efficiency and agility: Sonae FS has processed 5 million requests with an average answer time of 0,3 seconds in the last 30 days

More detailed information that results in saving time while trying to identify specific errors

At Sonae Financial Services, we look for partners who challenge us to take full advantage of cloud technologies and boost our business.

We've found with Xpand IT a partner that adds technological value and helps us improve our value proposition while being able to adapt to our needs with the agility that today's real-time businesses require

Paulo Lima
Head of IT
Sonae Financial Services



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