



Case Study: Driving IT Transformation with SoftwareOne's PowerConnect

Industry: **Soft Drinks Manufacturing**

Challenge

One of the world's largest beverage producers, trusted partner to leading global brands which operates across multiple regions with complex requirements. Its business spans the entire value chain – from bottling and distribution to sales – supported by a hybrid, multi-cloud IT environment built around SAP.

The organisation faced several challenges:

- Fragmented monitoring tools created blind spots.
- Limited visibility into system health and business processes.
- Risk of delays, stock inaccuracies, and missed sales opportunities.

To overcome these issues, the company needed a **unified observability solution** to deliver real-time insights and improve operational resilience end-to-end.

Solution

The organisation implemented SoftwareOne's PowerConnect for SAP Observability. This solution provided:

- A single source of truth for IT and business performance.
- Real-time visibility across applications, infrastructure, and dependencies.
- Actionable insights to proactively detect and resolve issues before they impacted users.

By consolidating data into one platform, PowerConnect enabled teams to link technical performance with business outcomes, improving decision-making and reducing operational risk.

Results



- **30% faster** resolution of major incidents.



- **10% reduction** in user-facing issues.
- Improved collaboration between internal teams and external vendors.
- Automated processes for ticketing and root cause analysis, reducing disruptions.
- Plans to extend observability across the entire order-to-cash process for continuous improvement.

Key Benefits

- Consolidated monitoring into one platform.
- Proactive issue prevention and improved system resilience.
- Enhanced customer experience and operational performance.



SoftwareOne is redefining how companies build, buy and manage everything in the cloud.

By helping clients to migrate and modernize their workloads and applications – and in parallel, to navigate and optimize the resulting software and cloud changes – SoftwareOne unlocks the value of technology.

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