SonataDigital

Enhance your customer experience and achieve true business transformation with Sonata Digital – a leading digital service offering that strengthens your business' digital strategy, now and into the future.

Financial software solutions that deliver.

bravura
solutions

SONATA DIGITAL IS YOUR PLATFORM FOR **RAPID DIGITAL TRANSFORMATION.**

Seamlessly integrated into the core Sonata platform, Sonata Digital provides a suite of digital capabilities that helps you differentiate your customer experience, and gives you the control to ensure your customer journeys are seamless and consistent across all your digital channels.

With Sonata Digital, you have the flexibility and agility to take advantage of new technologies and changing market opportunities in line with evolving regulatory demands.

Developed for financial service providers, Sonata Digital delivers the engaging web and mobile experiences your customers have come to expect in this digital age.

BENEFITING **YOUR BUSINESS**

ACCELERATED
WEBSITE
DEVELOPMENT

EXTENSIVE
INTEGRATION
WITH CUSTOMER
DATA SOURCES

SUPERIOR
CUSTOMER USER
JOURNEYS

INNOVATION AND
NEW PRODUCT
DEVELOPMENT

SONATA FOUNDATION WEBSITES

Deliver a seamless online customer experience with Sonata foundation websites – customisable online portals with the features and flexibility to support your digital strategy across multiple channels and products

→ Accelerated website development via a flexible and configurable administration framework with additional customisation available through Bravura consulting services

→ Single sign-on, straight-through processing allows your customers to access their information anytime, anywhere, from a range of devices - including desktop, laptop, tablet and mobile – with online interactions being immediate, seamless and secure.

→ Integration with enterprise customer data sources, including CRM and contact centre using Sonata Configurable Eventing frameworks, SBS or Sonata ODS, for a single customer view

SONATA BUSINESS SERVICES

Enable your digital strategies and achieve true digital transformation with a catalogue of APIs that give you the ability to integrate extensively and seamlessly with all your customer data sources

→ An extensive API services catalogue that is fully maintained and regularly extended

→ Facilitates business processes by providing a catalogue of web services for integrations between third party systems and Sonata

→ Integration with enterprise customer data sources, including CRM and contact centre using Sonata Configurable Eventing frameworks, SBS or Sonata ODS, for a single customer view

SONATA OPERATIONAL DATA STORE

Transform your reporting with enhanced data analytics for better customer insights and engagement

→ Consolidates data from multiple sources in a single data structure, without affecting investments in existing systems and databases

→ Drives the insights and segmentation for highly personalised communications

→ Comprehensive self-service business reporting, with the ability to develop new reports, extracts and queries

→ Use customer insights to identify key selling and cross-sell opportunities

INNOVATION AND CONSULTING

Underpinning our software applications are a range of market-leading services to ensure our software comprehensively meets your business needs, now and into the future

→ Website customisation available via Bravura's development and consulting services, including UX design and extensive integrations with customer data sources

→ Integration with enterprise customer data sources, including CRM and contact centre using Sonata Configurable Eventing frameworks, SBS or Sonata ODS, for a single customer view

SONATA FOUNDATION WEBSITES

Sonata foundation websites are pre-configured and rapidly deployable websites seamlessly integrated into the core Sonata administration platform. Developed in line with best-practice user experience, foundation websites deliver a real-time and straight-through digital experience for your customers – enabling quick and easy access to information, inquiries and transactions. Foundation websites are ready for rapid deployment out of the box or can be customised specifically according to your requirements. Sonata Digital provides support for multiple business lines, including superannuation, pensions, investments, life insurance and wraps.

RAPID DEPLOYMENT

A quick start solution to a fully customised customer website

STRENGTHEN CUSTOMER ENGAGEMENT

Improve customer satisfaction and retention by leveraging Sonata Digital web development capabilities to create differentiated and streamlined user experiences

IMPROVE OPERATIONAL EFFICIENCY

Reduce your administrative burden via straight-through processing and a range of real-time, self-service capabilities

Sonata foundation websites are suitable for:

MULTI-CHANNEL

→ Investors   → Self-directed

→ Members   → Advised

→ Advisers

MULTI-PRODUCT

→ Superannuation   → Wrap

→ Pension   → Life insurance

→ Investments

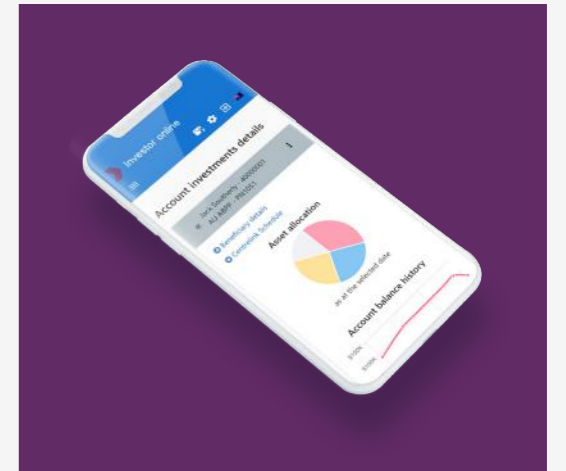## WEB ADMINISTRATION FOR SIMPLE CONFIGURATION AND PERSONALISATION

A flexible and configurable web administration framework lets you personalise your website to enhance customer engagement and retention

→ Manage website brand and content

→ Tailored navigation

→ Customer push notifications

→ Manage user authentication and permissions

RESPONSIVE DESIGN FROM DESKTOP TO MOBILE

A responsive design means you only need to develop one website to support your customers regardless of the device they choose to use

Various deployment options to suit your business

PRE-BUILT SOLUTION

Outsource digital development to Bravura by purchasing a Sonata Foundation website

HYBRID SOLUTION

Build your own website using elements of the foundation sites within your business' wider digital ecosystem

SONATA BUSINESS SERVICES

Sonata Business Services is a comprehensive and native web services catalogue of APIs, allowing integration of external digital services such as custom websites, chatbots and AI, CRM systems and correspondence systems. Deeply integrated with Sonata's workflow and eventing capabilities, web services can be used to fulfil simple business processes such as management of customer data to more complex processes such as the management of account openings, where multiple services are presented as a single service.

Sonata Business Services provides data and insights in real-time, giving you the ability to keep pace with customer trends and changing market opportunities.
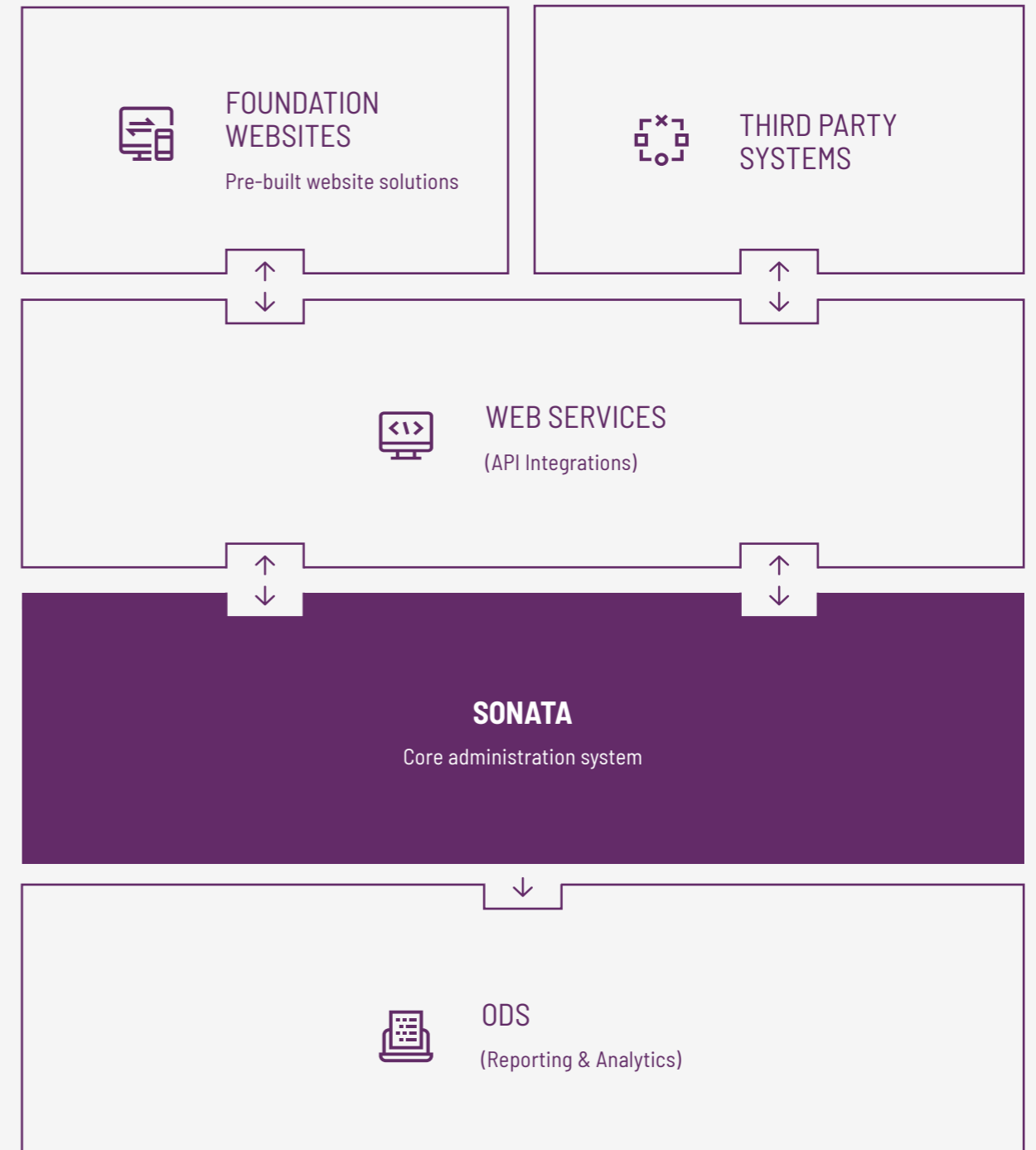
SONATA OPERATIONAL DATA STORE

Bravura Solutions' Operational Data Store (ODS) transforms your reporting capability. Its easy-to-use business intelligence layer enables you to access accurate, up-to-date information for better and faster business decision-making. In addition to providing near real-time data consolidation, the ODS can smooth integration challenges, support your data warehouse strategies and replace legacy processes, resulting in smarter, high-quality data.

SOLUTION OVERVIEW

FOUNDATION WEBSITES

Pre-built website solutions

THIRD PARTY SYSTEMS

WEB SERVICES

(API Integrations)

SONATA

Core administration system

ODS

(Reporting & Analytics)

*NOTE: Access to the features and functions supporting the website are accessible only with the purchase of a foundation website.

INNOVATION AND CONSULTING

To ensure your business gets the most out of its software – both during implementation and beyond – Bravura Solutions' consultants are on hand to provide expert advice and assistance on all matters relating to your IT and operating environment. We have experience producing real-world outcomes based on industry best practice, having successfully implemented and maintained mission critical software applications for financial services industry leaders. We work in partnership with you to ensure our software applications continuously deliver optimal performance.

BRAVURA INNOVATION LAB

The next generation of product development

New technologies are opening up significant opportunities that allow businesses to better support seamless, real-time digital service delivery. At Bravura, our Innovation Lab is continually experimenting with new technologies to further enhance our Sonata Digital offering for our customers.

From machine learning processes to virtual assistants, we are continually exploring ways to use new technology to create enhanced customer experiences and help our customers incorporate these cutting-edge technologies into their digital offerings.

With the Bravura Innovation Lab, we are helping provide the tools to create the next generation of product innovation and customer experience.

→ Accelerated product innovation

→ Helps customers rapidly bring new propositions to market

→ Enhanced UX across different channels

→ New API development

→ Direct technical architecture collaboration with clients

ABOUT BRAVURA SOLUTIONS LIMITED

Bravura Solutions Limited is a leading provider of software solutions for the wealth management, life insurance and funds administration industries, underpinned by functionally rich technology that enables modernisation, consolidation and simplification.

We are committed to increasing the operational and cost efficiency of our clients, enhancing their ability to rapidly innovate and grow, minimising their risk and enabling them to provide better service to their customers.

Backed by over 30 years of experience, our installed or managed hosted solutions are used by many of the world's leading financial institutions. In excess of A$2.8 trillion/£1.6 trillion in assets are entrusted to our systems.

We support our clients with a team of more than 1,300 people in 12 offices across Australia, New Zealand, United Kingdom, Europe, Africa and Asia.

For more information about us visit bravurasolutions.com. You can also follow us on Twitter @BravuraFinTech.