

An American Fortune 500 Company Cuts New Product Training Timeline From Weeks to Minutes

Case Study



Overview

Enabling faster and better product training

One of the largest manufacturers of commercial vehicles in the world, with 27,000 employees and an annual revenue of \$25 billion, needed to improve new product training timelines and create an innovative learning experience for its employees.

Zensar's brief:

Deploy a reliable and efficient middleware solution with the capability to

- support significant changes potentially needed for integrating middle systems into back-end systems and
- offer remote support features (for which the required infrastructure did not exist in the client's environment).

Beyond the brief:

We ensured data accuracy when data was identified, captured, and converted. And we deployed a system to convert custom data into AR-enabled 2D and 3D shapes.



Challenges

Building new infrastructure

The client's IT department had a mandate to implement and integrate, into the business, a new learning app that is easy to use and remotely supportable. But, at the time, the client did not have remote support infrastructure.



Solution

Delivering powerful app capabilities

We delivered a solution with powerful app capabilities with these key steps:

- Implement architectural and functional changes that were stable and scalable.
- Separate the middleware functionality into two capabilities:
 - Converting 2D and 3D engineering content to searchable AR content.
 - Identifying options to streamline the integration and functional operations of a back-end system.
- Enable remote support features.
- Ensure that the application is extensible, reliable, and ready for operation.

Solution enablers

- **Amazon Simple Storage Service (S3)** enabled industry-leading scalability, data availability, security, and performance.
- **Amazon Elastic Container Service (ECS)** provided a fully managed container service solution that's easy to use, scalable, secure, and reliable.
- **Amazon Lambda** helped run code in response to events and automatically manage the underlying compute resources.
- **Amazon DynamoDB** helped handle high-traffic, extreme-scaled events seamlessly with nearly unlimited throughput.



Impact

Faster product launches

- Reduced new product training timeline, from weeks to minutes
- Increased visibility across activities and alerts for priority items

Business outcomes:

The solution enabled 20 percent faster go-live time for new products.

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