zensar

Hi-Tech & Manufacturing

Success Snapshots

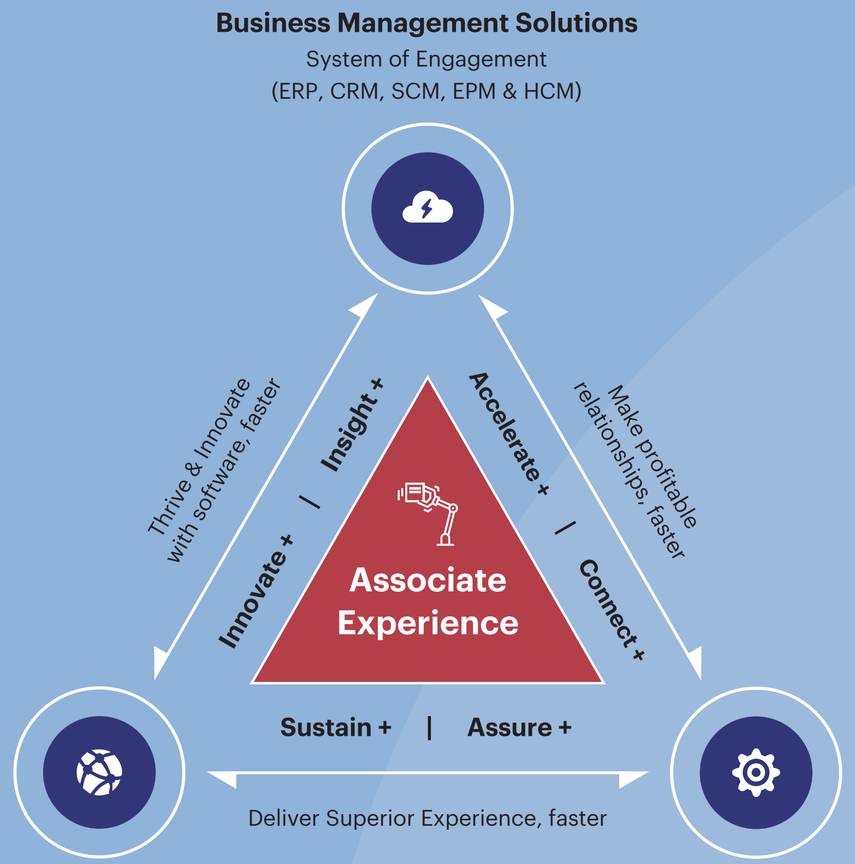
Click to Open

Case Study

HTM Vision Triad

Enabling Organizations to be Enterprise 4.0

- **I** Imagine
- **D** Design
- **E** Engineer
- **A** Accelerate



Next

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rearchitecting business management solutions for a global Fortune 100 client

Organization Size: **130K** | Country: **USA** | Revenue: **$30+ Billion**

The client is a large electronics enterprise offering advanced electronics, energy turbines and generator systems as well as maintenance services for long-term stable plant operations and improvements in energy availability.

Overview

Challenges and Goals

Solutions

Business Impact

Oracle Application Services

Oracle i-Expense | Power BI

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rearchitecting business management solutions for a global Fortune 100 client

The client had a fragmented tools sprawl and was operationally ineffective. A unified business solution was required to help capitalize on new market opportunities and generate enterprise value. Some client objectives were:

- Effective utilization of group synergy and internal resources.
- Deployment of standardized and re-organized business processes and IT systems.
- Operational cost optimization by platform aggregation and shared services operations.
- Integration of overseas distributor system of Retail Solution (RS) / Printing Solution (PS) into the unified business management solution.
- Ability to perform intelligent and rule-based decision making.

Oracle Application Services

Oracle i-Expense | Power BI

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rearchitecting business management solutions for a global Fortune 100 client

Our experts assessed the tools, processes and compliances associated with the client's Business Solutions software. We integrated this software with Global One unified Instance in Oracle EBS 12.2.6. Our efforts focused on:

- Business area implementation: Idea to Opportunity (I2O), Opportunity to Quote (O2Q), Quote to Commitment (Q2C), Service the Customer (STC), Demand to Deliver (D2D) & Record to Report (R2R), BIDW (OBIEE & OBIA), SOA and DBA
- A streamlined tax calculation process and set up of a single source of truth with one-source for global taxation
- Replacement of Concur with Oracle i-Expense for expense management. A fully integrated global process of global accounting and reporting mechanism
- Consolidated sources of business intelligence systems into more streamlined standard BI reporting frameworks
- Data migration of over 10+ millions of records from old to new in record time

Oracle Application Services

Oracle i-Expense | Power BI

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rearchitecting business management solutions for a global Fortune 100 client

Performance improvement on ETL execution

- Risk-free upgrades with reduced efforts, scheduling time, and reduced costs by at least 45%
- 600+ impacted OBI ETL Objects
- 30 EBS Modules, 1600+ OBIA Reports, 60+ Boundary Systems
- 10,000+ Impacted CEMLI's, 6000+ Test Cases, 100+ Oracle Patches

Oracle Application Services

Oracle i-Expense | Power BI

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | **Rationalized Application Landscape** | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rationalizing the application landscape to provide elastic and robust digital estate

Organization Size: **1000** | Country: **USA** | Revenue: **$1.3 Billion**

The client is a U.S. manufacturer of computer networking equipment and other computer hardware. Its range of products are primarily focused on the networking market, with networking products for home and business use, including wired & wireless technology.

Overview

Challenges and Goals

Solutions

Business Impact

Oracle Application Services

Savvion | Java | Oracle Hyperion | Unix

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | **Rationalized Application Landscape** | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rationalizing the application landscape to provide elastic and robust digital estate

The client faced operational inefficiencies in a traditional corporate environment resulting in lower system responsiveness and greater overall time spent on maintenance tasks. Key business requirements were:

- An Oracle upgrade and seamless migration of existing applications to a new data center to boost efficiencies across the value chain.
- A model to leverage an offshore development team that could offer a high value proposition to increase efficiency.

Oracle Application Services

Savvion | Java | Oracle Hyperion | Unix

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | **Rationalized Application Landscape** | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rationalizing the application landscape to provide elastic and robust digital estate

We provided development and support services across various applications with dedicated and shared development teams. We also supported the client's operations with an E-Business Helpdesk and Database Administrator. Our efforts focused on:

- Ongoing Oracle Upgrade from 12.0.4 to 12.1.3 (on-going 12.1.3 to 12.2.10)
- Complete monitoring solution for E-Business suite and IT application, with Application Management Pack (AMP), OEM and proprietary shell scripts
- IPM, Oracle Hyperion, and Enterprise Manager 12c implementation (ongoing DB upgrade from 12 c to 19c)
- Informatica OS (hardware) and Application (v10.4) upgrade
- Upgraded 10g Cluster for ERP RAC nodes to 11g release 2 grid
- Migrated Hyperion, OBIEE, Agile and Demantra application seamlessly to a new data center

Oracle Application Services

Savvion | Java | Oracle Hyperion | Unix

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

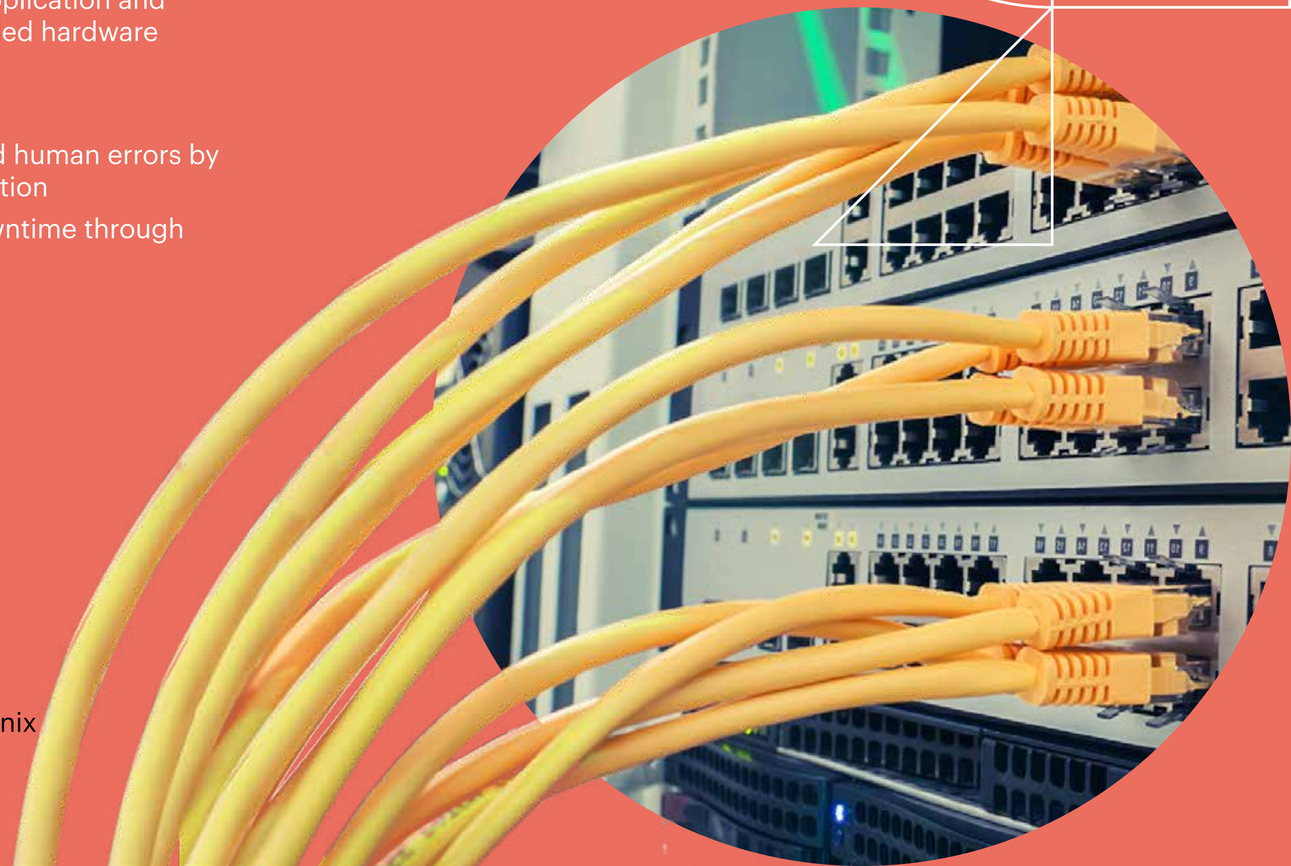
Business Solution Transformation | **Rationalized Application Landscape** | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Rationalizing the application landscape to provide elastic and robust digital estate

Performance improvement by application and database migration to an up-scaled hardware

- 90% reduction in overall maintenance time and human errors by clone implementation and routine task automation
- Up to 60% reduction for maintenance task downtime through advance planning and efficient practices



Oracle Application Services

Savvion | Java | Oracle Hyperion | Unix

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

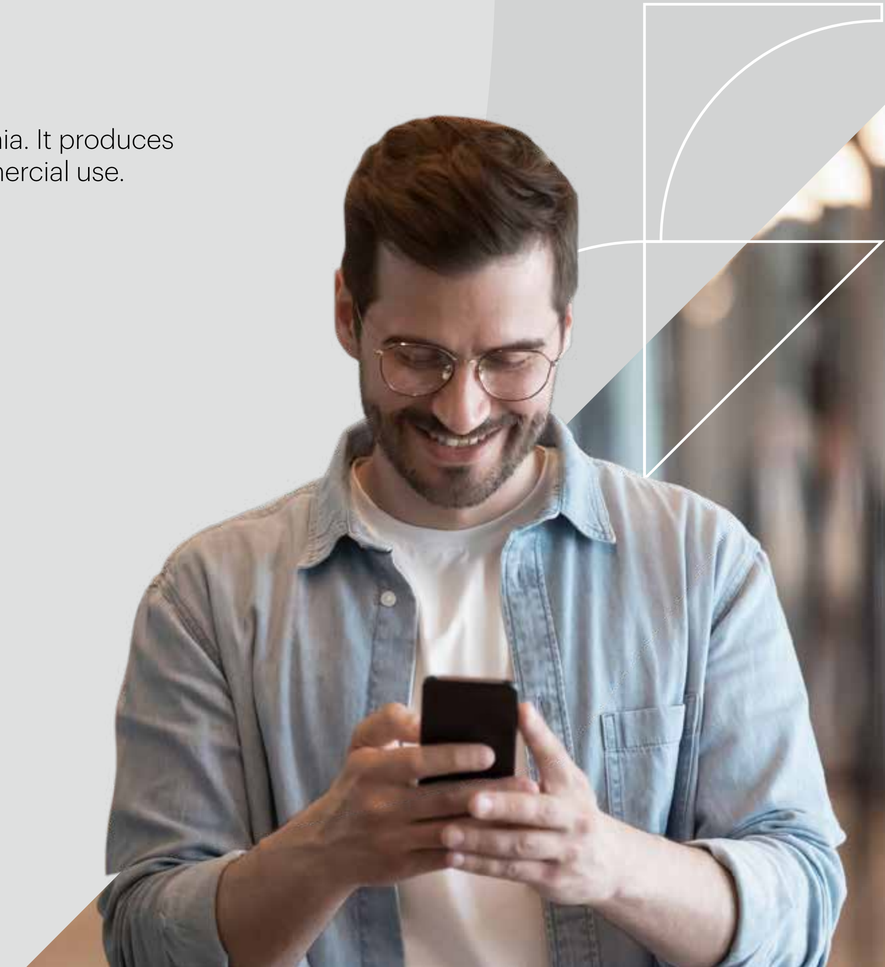
Business Solution Transformation | Rationalized Application Landscape | **Transformed Customer Engagement** | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Enabling customer engagement transformation for a consumer electronics major

Organization Size: **130K** | Country: **USA** | Revenue: **$850 Million**

Client is a consumer electronics and networking company headquartered in California. It produces mobile and computer connectivity devices and peripherals for consumer and commercial use.



Overview

Challenges and Goals

Solutions

Business Impact

SFDC Application Services
Automation Studio | Salesforce Marketing Cloud

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | **Transformed Customer Engagement** | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Enabling customer engagement transformation for a consumer electronics major

The client was faced with inadequate customer support for their e-commerce channel, address customer issues on social media channels, and lack of welcome email feature for new customers purchasing online. Key challenges and requirements were :

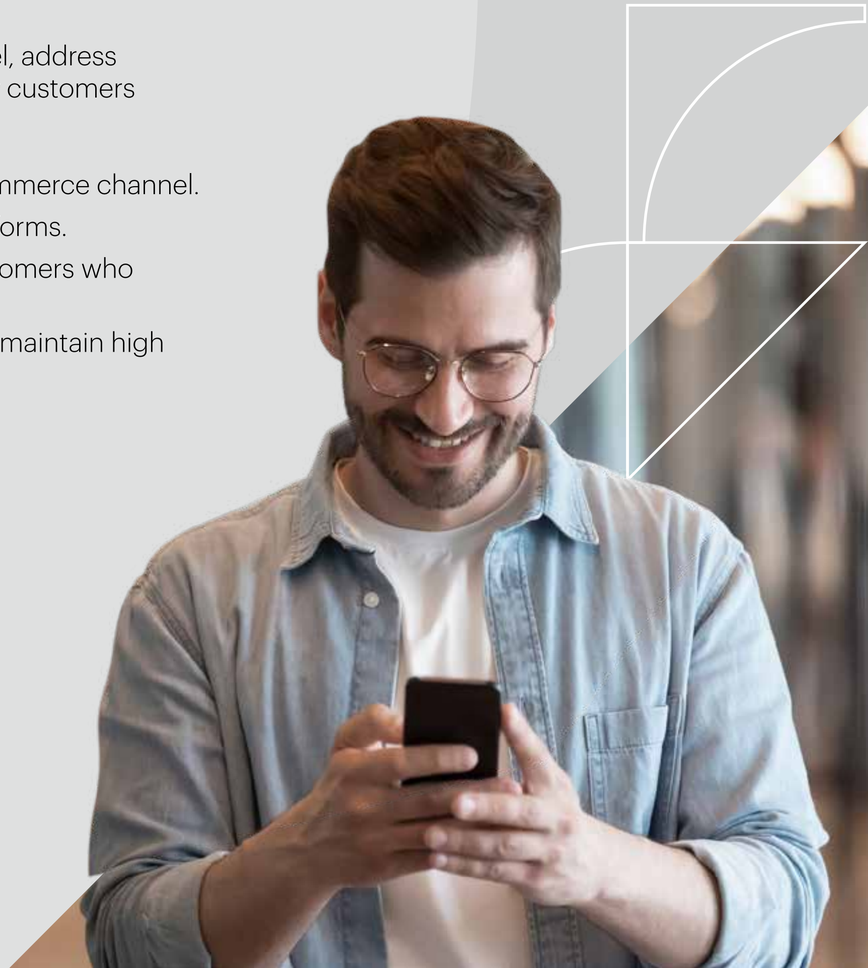
- Unable to provide efficient support to customers purchasing products on their ecommerce channel.
- Not being able to provide support to customer issues on different social media platforms.
- They current software lacked the feature to send marketing welcome emails to customers who purchase and register their products on the portal.
- The client needed a digitalized and personalized customer engagement process to maintain high levels of customer satisfaction.

Overview

Challenges and Goals

Solutions

Business Impact



SFDC Application Services

Automation Studio | Salesforce Marketing Cloud

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

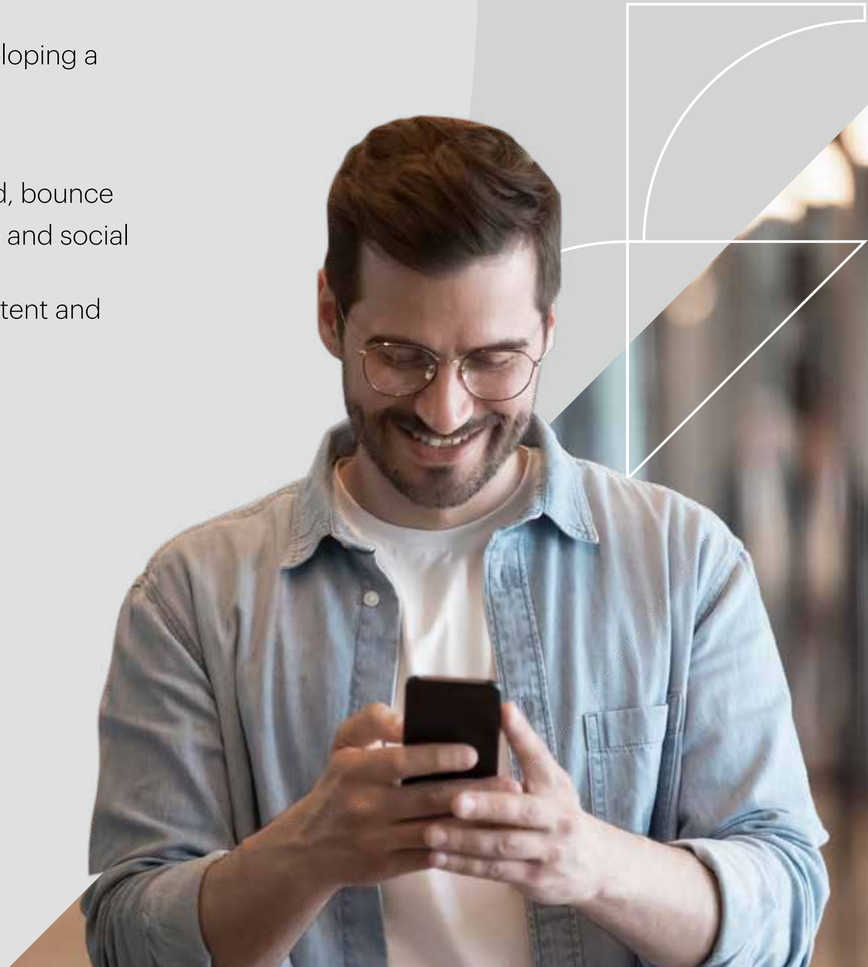
Business Solution Transformation | Rationalized Application Landscape | **Transformed Customer Engagement** | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Enabling customer engagement transformation for a consumer electronics major

We created a renewed customer engagement plan for the client's customers, by developing a Salesforce marketing cloud based solution. Our efforts largely focused on:

- Implementation of an email blast feature for new online customers
- The ability to perform customer action based email analytics based on open, clicked, bounce
- Activity configuration and project documentation using automation studio software and social media channel integration with a social studio
- Predictive marketing feature to enable customer recommendations for relevant content and promotional offers based on the customer's purchase history.



SFDC Application Services

Automation Studio | Salesforce Marketing Cloud

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

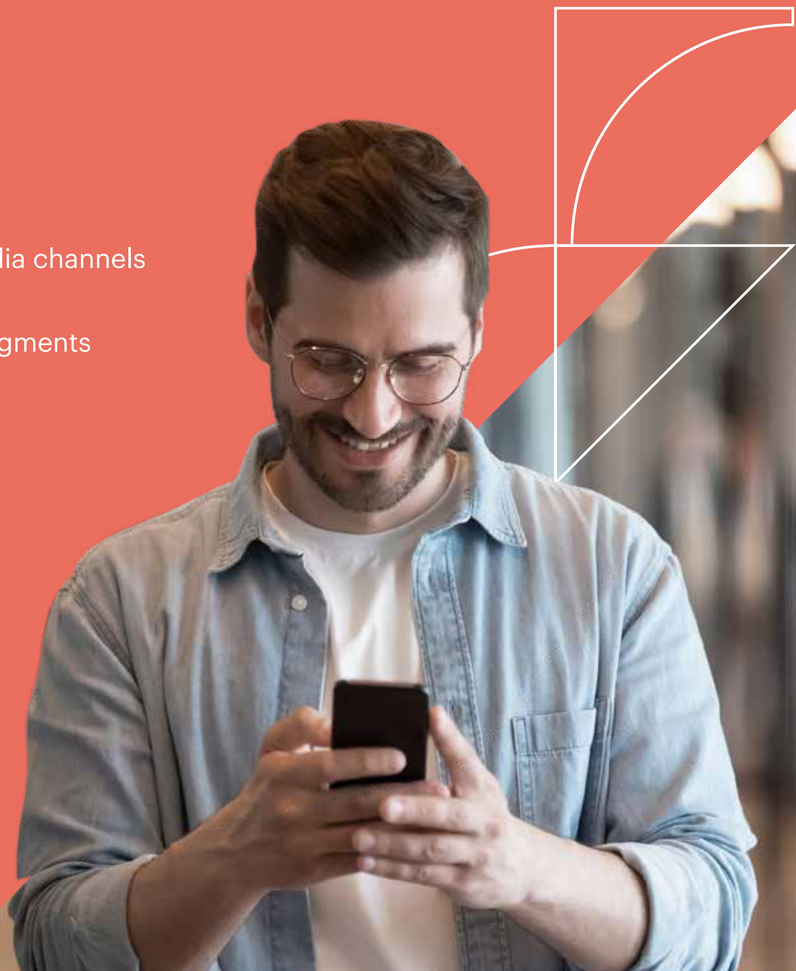
Business Solution Transformation | Rationalized Application Landscape | **Transformed Customer Engagement** | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Enabling customer engagement transformation for a consumer electronics major

Increase in sales from the ecommerce portal

- Enhanced customer satisfaction score to (4.5/5) with quick engagement on social media channels
- Increased customer engagement and prospects by sales/marketing functions
- Improved marketing ROI with targeted marketing campaigns for different customer segments



SFDC Application Services

Automation Studio | Salesforce Marketing Cloud

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | **Modernized Partner Management** | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Improving partner collaboration for a networking equipment seller

Organization Size: **77500** | Country: **USA** | Revenue: **$50 Billion**

A networking company primarily focused on selling cloud-managed IT equipment (wireless access points, switches, firewalls, smart cameras, etc.) to small, medium, and enterprise businesses.

Overview

Challenges and Goals

Solutions

Business Impact

SFDC Application Services

Salesforce Sales Cloud | Salesforce Experience Cloud

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- **Challenges and Goals**
- Solutions
- Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | **Modernized Partner Management** | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Improving partner collaboration for a networking equipment seller

The client had an inefficient partner management tool, and difficult to maintain with multiple existing CMS integrations. Limitations of marketing support and analytical capabilities made it difficult to track the overall partner experience in the portal.

This portal did not support multiple languages, which was a hindrance in onboarding new partners belonging to different geographies.

The client required a unified digital portal with language capabilities for easy partner onboarding across geographies.

SFDC Application Services

Salesforce Sales Cloud | Salesforce Experience Cloud

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | **Modernized Partner Management** | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Improving partner collaboration for a networking equipment seller

We completely redesigned the client partner portal from a static informational site, to a dynamic lead generation and business platform. Our efforts largely focused on:

- Single sign-in implementation for internal and external users with one-identity provider.
- A single source content management system implementation through Salesforce (CMS), which avoided the need to integrate multiple CMS systems with the portal.
- A simple integration with Tealium and Google Analytics was carried out to provide analytical capabilities to the client

SFDC Application Services

Salesforce Sales Cloud | Salesforce Experience Cloud

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | **Modernized Partner Management** | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Improving partner collaboration for a networking equipment seller

Increase in Channel Sales

- >98% workforce utilization
- 70% effort savings in release cycles
- Increased customer engagement and better prospects by sales/ marketing functions, with live chats and Einstein
- Improved agent productivity with service console, knowledge and articles
- Customer 360-degree view by integration with SAP systems

SFDC Application Services

Salesforce Sales Cloud | Salesforce Experience Cloud

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | **Testing as a Solution**

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Implementing testing solutions for improved defect removal efficiency for a service supply chain

Organization Size: **77500** | Country: **USA** | Revenue: **$50 Billion**

A global Fortune 50 organization, the client is a major network equipment and services supplier that delivers millions of parts annually, managed through a network of depots worldwide.

Overview

Challenges and Goals

Solutions

Business Impact

Application Services
Selenium | OATS

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- **Challenges and Goals**
- Solutions
- Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | **Testing as a Solution**

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Implementing testing solutions for improved defect removal efficiency for a service supply chain

The client's service supply chain had multiple integrations, cross functional, and cross platform dependencies This involved multiple time and resource-based challenges. Key challenges and requirements were:

The new capabilities or enhancements were required to be tested extensively and certified by SMEs to ensure a complete end to end flow working. The client needed help to transform from heavy manual testing to automation driven testing in a Dev-Ops model.

The client had to integrate multiple user groups having different roles to orchestrate the end-to-end service supply chain business. The evolving production system created the need for continuous training and adoption, and feedback analysis for the global user community.

The client envisioned a solution to transform from heavy manual testing to automation driven testing in a Dev-Ops model.

Application Services
Selenium | OATS

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- Challenges and Goals
- **Solutions**
- Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | **Testing as a Solution**

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Implementing testing solutions for improved defect removal efficiency for a service supply chain

We conducted a joint Architecture Review of the framework, that would enable execution from two different testing tools-Selenium for Pega and OATS for Oracle Apps. Our efforts largely focused on:

- Building a Java portal to execute both these tools on a single click, as well as a dashboard with summary report and logs for each execution
- Providing a range of services including but not limited to: scrum testing, SIT, E2E functional validation, automation, data mining through utility tool and realtime daily status report powered by Zensar IP “ADORE”
- Defect management and issue prioritization, for quick resolution of production defects, saving long term support cost
- User experience and user adoption by establishing a close partnership with business users and adhering to testing best practices even in short sprint cycles

Application Services
Selenium | OATS

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | **Testing as a Solution**

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Implementing testing solutions for improved defect removal efficiency for a service supply chain

100%

Milestone achievement every quarter

- > 92% production defect removal efficiency (DRE)
- Value realized through automation:
  - 40% reduction in testing timeline
  - 20% value realization/cost avoidance
  - 65% reduction of regression test effort for every release

Overview

Challenges and Goals

Solutions

Business Impact

Application Services
Selenium | OATS

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Reimagined the global supply chain for a Fortune 50 client to maximize enterprise level efficiency

Organization Size: **77500** | Country: **USA** | Revenue: **$50 Billion**

A global Fortune 50 organization, our client is a major network equipment and services supplier that delivers millions of parts annually, managed through a network of depots worldwide. It oversees service lifecycle management, optimizing logistics and driving strategies to maximize efficiency at an enterprise level.

Overview

Challenges and Goals

Solutions

Business Impact

Advanced Engineering Services
ZenFulcrum | AI/ML

Electronics

Semiconductor

Hi-Tech

Med-Devices

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Reimagined the global supply chain for a Fortune 50 client to maximize enterprise level efficiency

The client required a common B2B platform for Original Equipment Manufacturers (OEMs) to enable business transactions. The platform needed to have a single window for all data transactions across the system. Simultaneously, it needed to provide intercompatibility with legacy systems and interfaces. Key requirements were:

- Creating a better experience for partners by reducing their onboarding time onto the client's platform.
- Developing a system with AI/ML capabilities to provide client insights for predictive and preventive maintenance.

Advanced Engineering Services
ZenFulcrum | AI/ML

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

Reimagined the global supply chain for a Fortune 50 client to maximize enterprise level efficiency

We assessed the client's digital landscape to unearth the hidden pain points and define the transformation roadmap to provide an optimized and simplified platform for the client's OEM partners. We further created a timeline based KPI driven mechanism to provide the client real-time visibility and accountability on the project. This PoC later matured into an accelerator – ZenFulcrum used by different teams across different client locations. Our efforts focused on:

- Conceptualizing, designing and developing of a cutting-edge platform which facilitated quick partner onboarding enabled through multiple touch points. Integrating cutting-edge data accelerators to centralize the data transactions enabled with hybrid cloud foundation.
- Integrating with machines to keep tabs on patient data.
- Introducing industry standards for digital security to secure the system's authenticity and integrity while maintaining robust availability.
- Enabling greater transparency into order/ shipment status due to either the common platform or the push messages nature (in case of Workspace).

Advanced Engineering Services
ZenFulcrum | AI/ML

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | Product Launch Digitization

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Reimagined the global supply chain for a Fortune 50 client to maximize enterprise level efficiency

Drop in partner on-boarding time

- Handled 37% invoicing ($ volume) with 1.8 million transactions and $140 million service orders in the financial year
- 1200k work orders per fiscal year were handled by the platform
- 33000 products, 6.8M User Community, 1316 Direct Customers, 1.7M Orders, 2.9M configurations and 200 Distributors on the platform

Advanced Engineering Services

ZenFulcrum | AI/ML

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | **Analytics Capabilities Transformation** | Optimized Data Automation | Product Launch Digitization

Built an analytics platform to enable performance measurement and ROI of third-party applications for a Fortune 50 electronics enterprise

Organization Size: **77500** | Country: **USA** | Revenue: **$50 Billion**

A global Fortune 50 organization, our customer is a major network equipment and services supplier that delivers millions of parts annually, managed through a network of depots worldwide. It oversees service lifecycle management, optimizing logistics and driving strategies to maximize efficiency at an enterprise level.

Overview

Challenges and Goals

Solutions

Business Impact

Data Engineering and Analytics

Snowflake | Oracle Database 11 | Tableau | SAP Business Objects

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

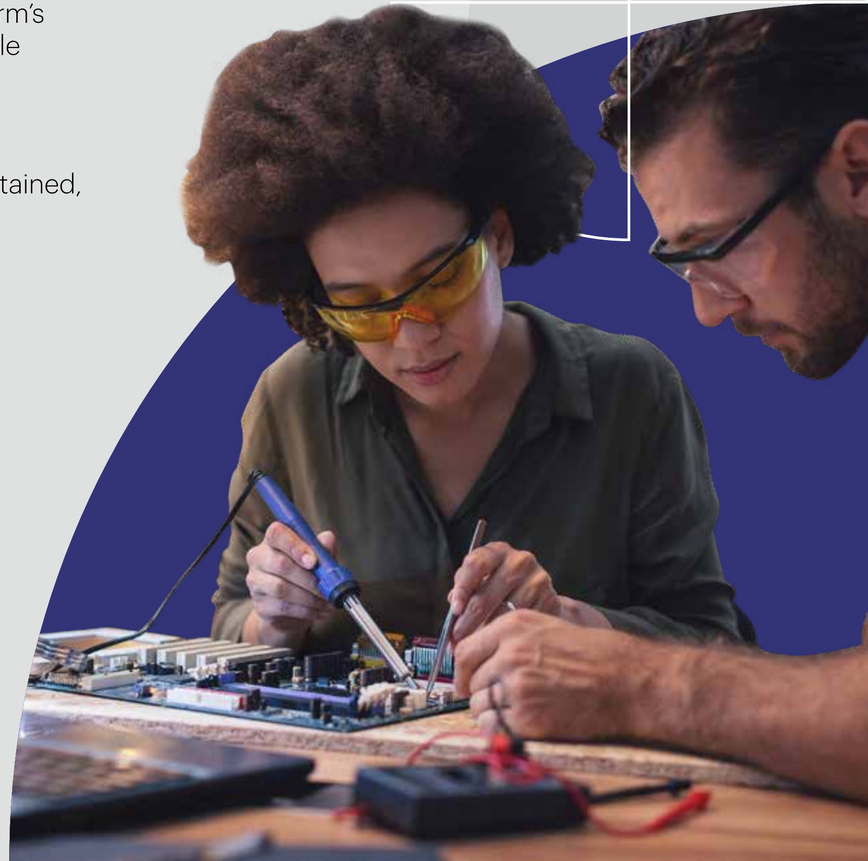
Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | **Analytics Capabilities Transformation** | Optimized Data Automation | Product Launch Digitization

Built an analytics platform to enable performance measurement and ROI of third-party applications for a Fortune 50 electronics enterprise

The client was unable to measure the utility, usage, and ROI of the case management platform they were using. They wanted a solution which could integrate with the existing case management platform and provide ad-hoc and analytical reports related to the platform's performance and usage. However, there were two critical points to be considered while designing the solution:

- The input data was near real time which refreshed 36 times a day.
- The quality and consistency of the data ingested by the solution needed to be maintained, making it source agnostic.



Data Engineering and Analytics

Snowflake | Oracle Database 11 | Tableau | SAP Business Objects

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | **Analytics Capabilities Transformation** | Optimized Data Automation | Product Launch Digitization

Built an analytics platform to enable performance measurement and ROI of third-party applications for a Fortune 50 electronics enterprise

We built a robust new platform aligned with the client's case management platform attributes for ad-hoc and analytical reporting, while integrating the platform data with the enterprise platform. Some of the salient features of the solution were:

- One stop solution for transactional attributes, indicators and audit reporting.
- Case performance indicators helping identify the performance of the case management platform.
- Dynamic data transposing in reporting case metadata without loss of performance.
- Integrating 50 Workflows and 1500 approximate attributes with the data foundation.
- Building 35+ applications within the solution like Tableau, BO etc.

Data Engineering and Analytics

Snowflake | Oracle Database 11 | Tableau | SAP Business Objects

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

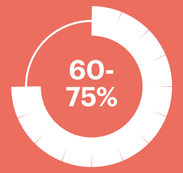
Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | **Analytics Capabilities Transformation** | Optimized Data Automation | Product Launch Digitization

Built an analytics platform to enable performance measurement and ROI of third-party applications for a Fortune 50 electronics enterprise



Data redundancy eliminated

- Helped client measure performance of the case management platform, reducing TCO by 40%
- Achieved performance of the ETLs at, ~5-20s
- 1000 unique client stakeholders impacted through our solution

> The team has worked through so many unexpected issues (platform related) and provided us many work arounds for UAT and go-live to get us here
>
> *– Program Manager*

Data Engineering and Analytics

Snowflake | Oracle Database 11 | Tableau | SAP Business Objects

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | **Optimized Data Automation** | Product Launch Digitization

Enabled a telemetry data foundation for superior customer experience and supply chain services for a Fortune 50 electronics enterprise

Organization Size: **77500** | Country: **USA** | Revenue: **$50 Billion**

A global Fortune 50 organization, our customer is a major network equipment and services supplier that delivers millions of parts annually, managed through a network of depots worldwide. It oversees service lifecycle management, optimizing logistics and driving strategies to maximize efficiency at an enterprise level.

Overview

Challenges and Goals

Solutions

Business Impact

Data Engineering and Analytics

Java | AWS | Snowflake | Scala | Spark

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | **Optimized Data Automation** | Product Launch Digitization

Enabled a telemetry data foundation for superior customer experience and supply chain services for a Fortune 50 electronics enterprise

The client needed to build an architecture to create a robust ingestion platform for product telemetry data while focusing on automated data processing and an alert mechanism setup. It wanted a one stop data constellation layer creation for the telemetry data of their product line.
Some key challenges faced with this implementation were:

- A lack of an effective engagement model for telemetry asks between the client's business unit, the customer experience vertical and the supply chain vertical.
- Threading the stage telemetry data with various enterprise data sets like SO, IB, Services, Licensing etc, was also a difficult process.

Data Engineering and Analytics

Java | AWS | Snowflake | Scala | Spark

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | **Optimized Data Automation** | Product Launch Digitization

Enabled a telemetry data foundation for superior customer experience and supply chain services for a Fortune 50 electronics enterprise

As our client's technology partner, we began with a current state assessment to understand the roadblocks mentioned above. Once all the pain points were identified, we collaborated with the client and laid out a long-term analytics roadmap for them to become a data-driven organization. To implement this data roadmap we focused on:

- Building a robust data ingestion tool using AWS EMR for telemetry data for key products.
- Mapping and enabling threading with SO,IB and customer and PF data sets for DNAC product set, while creating final DNAC data with PF and customer enterprise hierarchies.
- Setting up DNAC, ACI and 7+ products' successful ingestion
- To ensure optimal utilization of the cloud infrastructure, we implemented the relevant process flows and improvements to the end-user experience in order to present only relevant data to the user.

Data Engineering and Analytics

Java | AWS | Snowflake | Scala | Spark

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | **Optimized Data Automation** | Product Launch Digitization

Enabled a telemetry data foundation for superior customer experience and supply chain services for a Fortune 50 electronics enterprise

Reduced storage cost and eliminated redundant data

- 70% reduction in data quality issues
- Weekly ~1TB batch file process
- 40 M+ Rows of Data, 30K-40K of Net New Records per day, 4M-5M updates per day

> Together you all demonstrated energy and intelligence to drive business values and help our business partners achieve their business goals
>
> *– Manager, Software Development Engineering, Supply Chain*

Data Engineering and Analytics

Java | AWS | Snowflake | Scala | Spark

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | **Product Launch Digitization**

Offered a workbench platform for BU for faster offer enablement on eCommerce platform for a Fortune 50 electronics enterprise

Organization Size: **77500** | Country: **USA** | Revenue: **$50 Billion**

A global Fortune 50 organization, our customer is a major network equipment and services supplier that delivers millions of parts annually, managed through a network of depots worldwide. It oversees service lifecycle management, optimizing logistics and driving strategies to maximize efficiency at an enterprise level.

Overview

Challenges and Goals

Solutions

Business Impact

Application Services/Experience Services
OWB

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

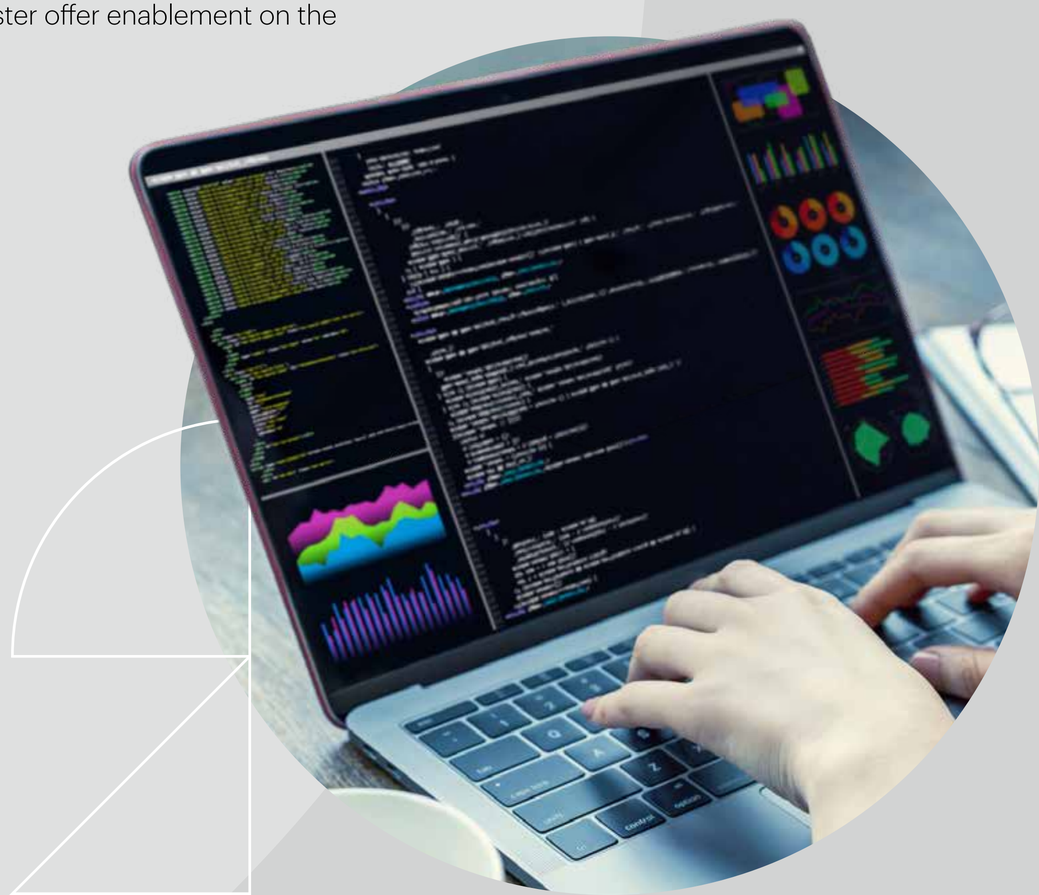
Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | **Product Launch Digitization**

Offered a workbench platform for BU for faster offer enablement on eCommerce platform for a Fortune 50 electronics enterprise

The objective of the customer was to digitize the new product introduction process by enabling better upstream-downstream integration and automation to achieve faster offer enablement on the eCommerce platform.

The challenges that hindered the client's objective included:

- Offer life cycle process which was non-configurable, thus requiring substantial manual oversight.
- Lack of self-service and a limited configurability.
- Legacy technologies in use and data replication posed a problem.



Application Services/Experience Services
OWB

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | **Product Launch Digitization**

Offered a workbench platform for BU for faster offer enablement on eCommerce platform for a Fortune 50 electronics enterprise

We developed a process for offer ideation to orderability, using AOEA workflow and integrated it with various systems. Solution deliverables included:

- Implementing the automation of the ERP bill of material creation for software products
- Creating a self-service design canvas for modelling and Config rule setup, enabling an improved user experience
- Providing a graphical interface to build, manage and maintain data integration processes, OWB was implemented across the globe for over 400 BU & TS PMs
- Enhancing reporting and data analysis by using OTBI, Power BI and Azure
- It handled 1.6M SKUs, 100k business rules and managed 100k chance requests / Qtr, with average 150 new setups / Qtr.

Application Services/Experience Services
OWB

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Solution Transformation | Rationalized Application Landscape | Transformed Customer Engagement | Modernized Partner Management | Testing as a Solution

Global Supply Chain Reimagination | Analytics Capabilities Transformation | Optimized Data Automation | **Product Launch Digitization**

Offered a workbench platform for BU for faster offer enablement on eCommerce platform for a Fortune 50 electronics enterprise

- Reduced cycle time to 24 hrs for offer launch, from 3-4 weeks
- Digitized the self-service process for ideation to orderability
- Reduced process time for Software BOM from 2-3 days to 1 day
- Revenue enablement across monetization models

> Kudos to the IT team who delivered the capability …. collaboration across Ops functions was GREAT. Great example of re-imagining how we deliver NPI services and simplifying/digitizing processes by eliminating steps
>
> *- VP, Product Operations*

Application Services/Experience Services
OWB

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Technology Transformation | Application Modernization | ERP Transition

Redefining business with the latest technology onboarding for a leading LED manufacturer

Organization Size: **6000** | Country: **USA** | Revenue: **$1 Billion**

The client is a market-leading innovator of lighting-class LEDs, LED lighting, and semiconductor solutions for wireless and power applications.

Overview

Challenges and Goals

Solutions

Business Impact

Oracle R12 Application Services
Tableau | Azure

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Technology Transformation | Application Modernization | ERP Transition

Redefining business with the latest technology onboarding for a leading LED manufacturer

The client had disparate systems and tools leading to reduced productivity and efficiency of business functions. A unified digital view with business process automation and vendor consolidation were required to further its inorganic growth model and aid process efficiencies.

Overview

Challenges and Goals

Solutions

Business Impact

Oracle R12 Application Services
Tableau | Azure

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Technology Transformation | Application Modernization | ERP Transition

Redefining business with the latest technology onboarding for a leading LED manufacturer

Our experts became the preferred BUILD & RUN partner with a multi-service engagement model to meet the vendor consolidation objective. We provided a core team for project support and maintenance, and a flex team for transformational capex projects. Our efforts focused on:

- Support, Upgrades, Implementation projects, Workday implementation and Support with Oracle E-Biz
- A range of Business Process Automation services - Vendor Creation , AP Invoice entry & Reconciliations , Apss DBA 24x7 support , Digital – Salesforce Admin & Development , FED using Dot Net , React JS on Azure
- Analytics Services - Tableau , OBIEE , Discoverer, ETL
- Infra services - EUT , DCO , IDM , Security
- BPM services – Vendor Creation , AP Invoice entry & Reconciliations , Apss DBA 24x7 support , Digital – Salesforce Admin & Development , FED using Dot Net, React JS on Azure
- M&A , Divestiture - Application Carve out , Roll out services across the service lines in all major Acquisitions , divestiture and restructuring projects.
- Advisory services with workshops through Zensar COE

Oracle R12 Application Services
Tableau | Azure

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

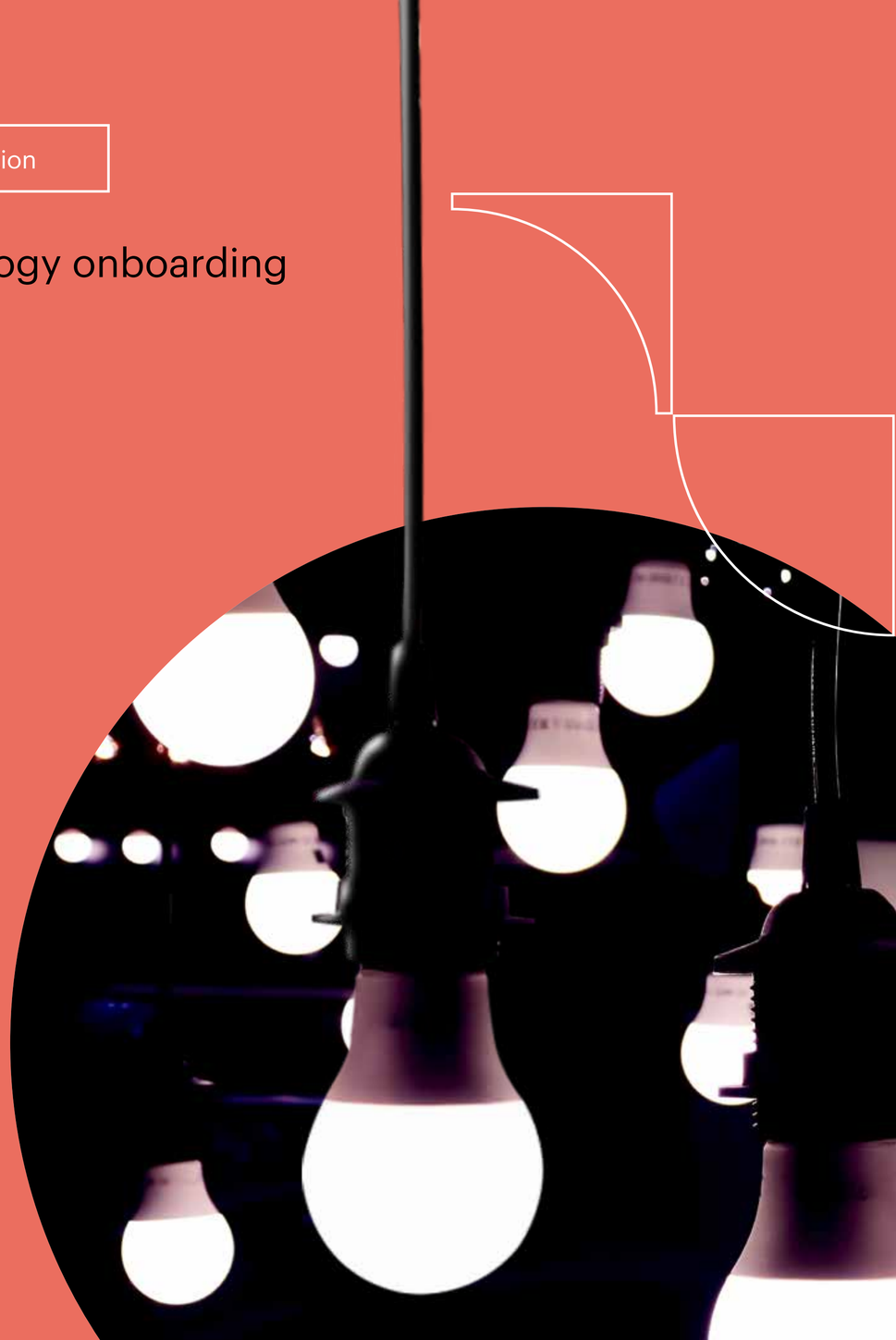
Business Impact

Technology Transformation | Application Modernization | ERP Transition

Redefining business with the latest technology onboarding for a leading LED manufacturer

Cost reduction in IT support and professional services

- Provided effective L2/L3 support and released critical client SME bandwidth for key project initiatives
- Achieved capability building with right skill resources
- Achieved fast deployment and adoption of NexGen IT applications, and products and business critical deadlines



Oracle R12 Application Services
Tableau | Azure

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

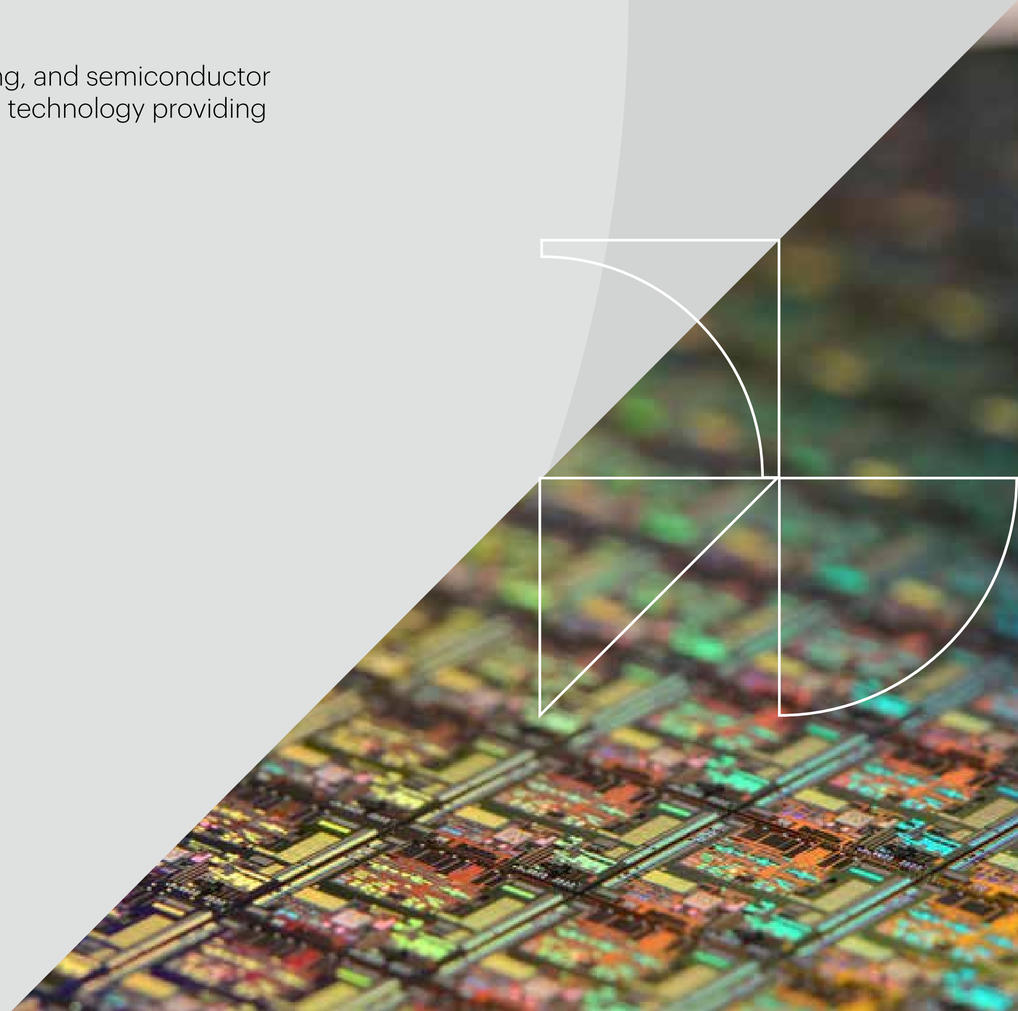
Manufacturing

Technology Transformation | **Application Modernization** | ERP Transition

Reduced Total Cost of Ownership for a lighting innovator through application upgradation

Organization Size: **6400** | Country: **USA** | Revenue: **$1 Billion**

The client is a market-leading innovator of lighting-class LEDs, LED lighting, and semiconductor solutions for wireless and power applications. They are a global leader in technology providing trademarked power and radio frequency (RF) semiconductors.



Overview

Challenges and Goals

Solutions

Business Impact

Oracle R12 Application Services
SQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

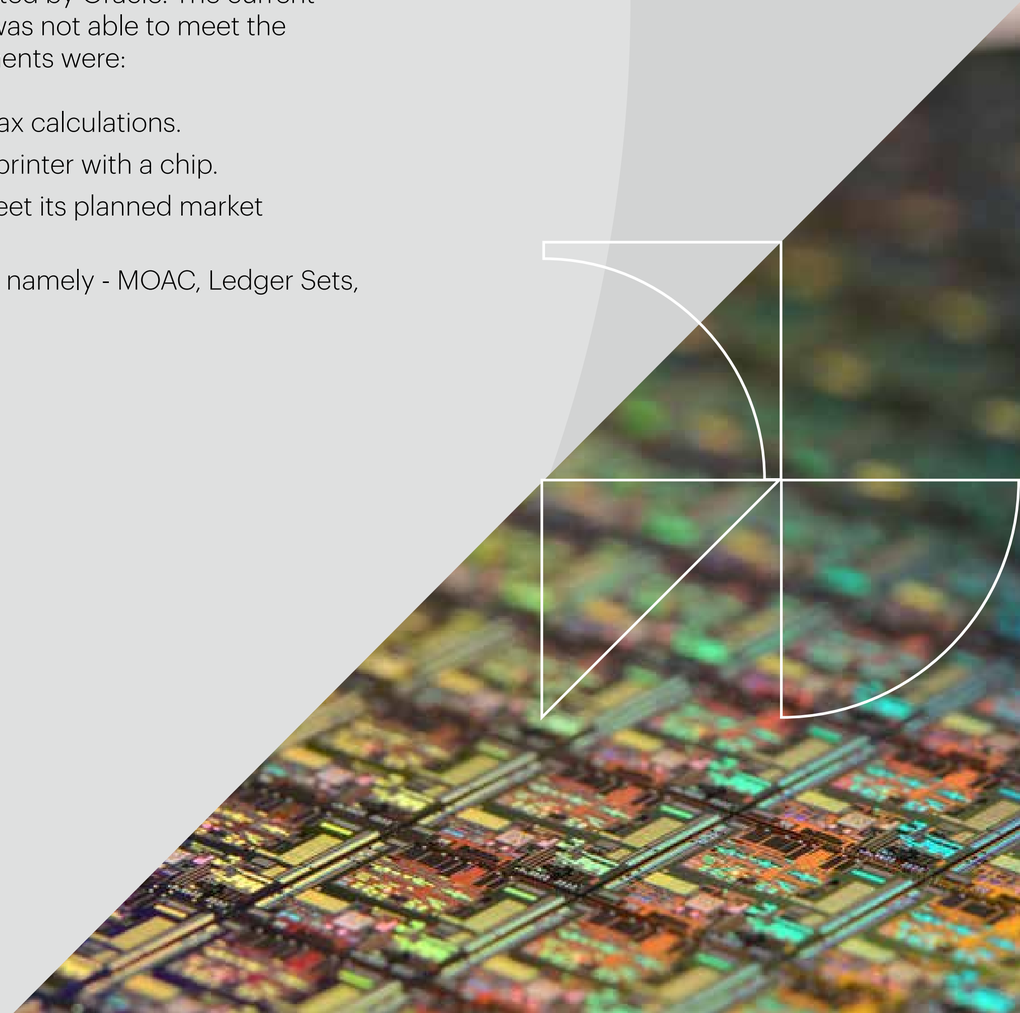
Manufacturing

Technology Transformation | **Application Modernization** | ERP Transition

Reduced Total Cost of Ownership for a lighting innovator through application upgradation

The client's current Oracle e-business suite (11.5.10) was no longer supported by Oracle. The current business model and mapping layer of OBIEE system administration tool was not able to meet the client's business requirements. Key challenges experienced and requirements were:

- Challenges in their financials, especially integration with Vertex for US tax calculations.
- Major changes in payment processes and check printing on a specific printer with a chip.
- The client needed an upgrade to the latest Oracle R12 application to meet its planned market expansion into Asia.
- An upgrade also enabled the client to leverage new features of Oracle, namely - MOAC, Ledger Sets, SLA, EBusiness Tax.



Overview

Challenges and Goals

Solutions

Business Impact

Oracle R12 Application Services
SQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

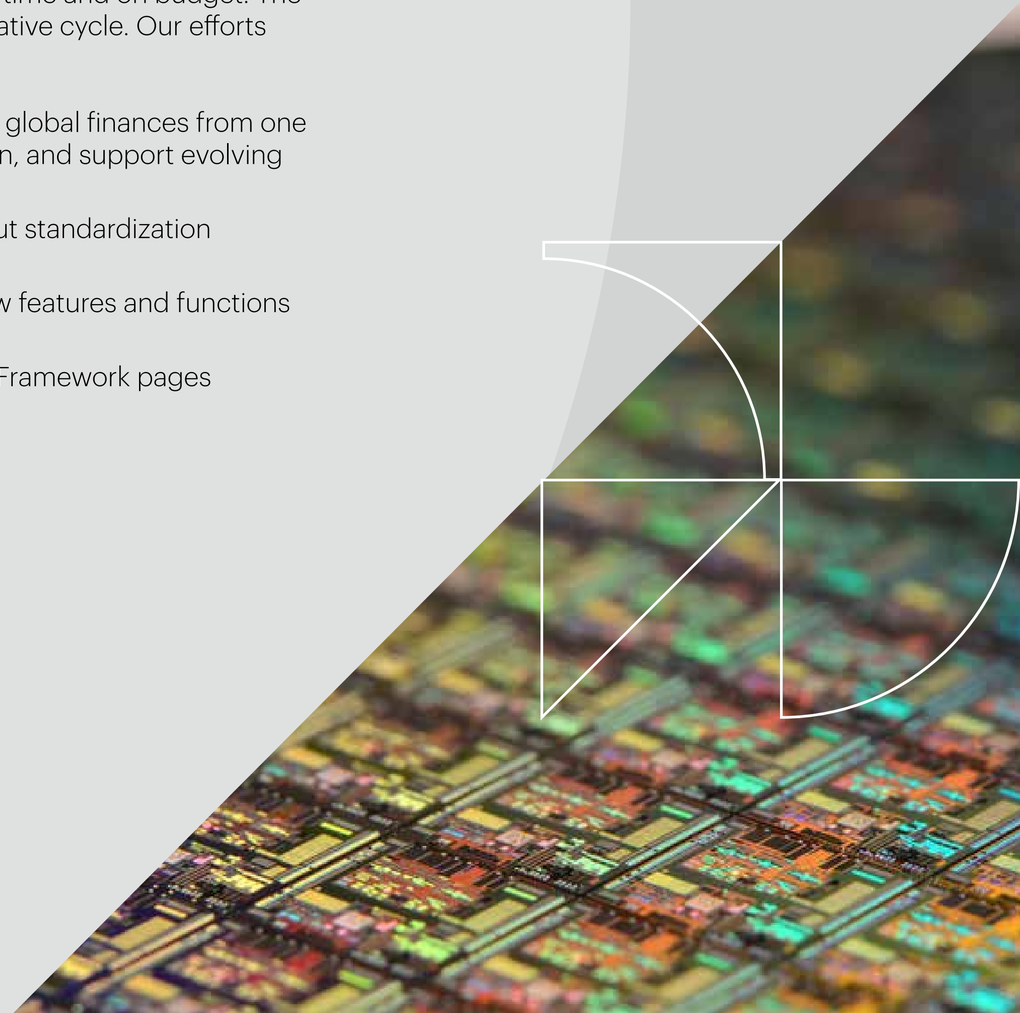
Manufacturing

Technology Transformation | **Application Modernization** | ERP Transition

Reduced Total Cost of Ownership for a lighting innovator through application upgradation

Zensar developed an end-to-end plan to deliver the upgraded system on time and on budget. The entire custom object migration was carried out in 6 weeks during the iterative cycle. Our efforts focused on:

- Enhancement in the Oracle Financials from the upgrade, that manages global finances from one single integrated system. It helped boost efficiency, improve automation, and support evolving accounting and reporting compliance requirements.
- Changes to the custom schema and the affected objects bringing about standardization to the application
- Modified TFS standard packages to fit custom client functionalities, new features and functions introduced in R12
- Add-on work, included replacing obsolete web PL/SQL pages with OA Framework pages



Overview

Challenges and Goals

Solutions

Business Impact

Oracle R12 Application Services
SQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

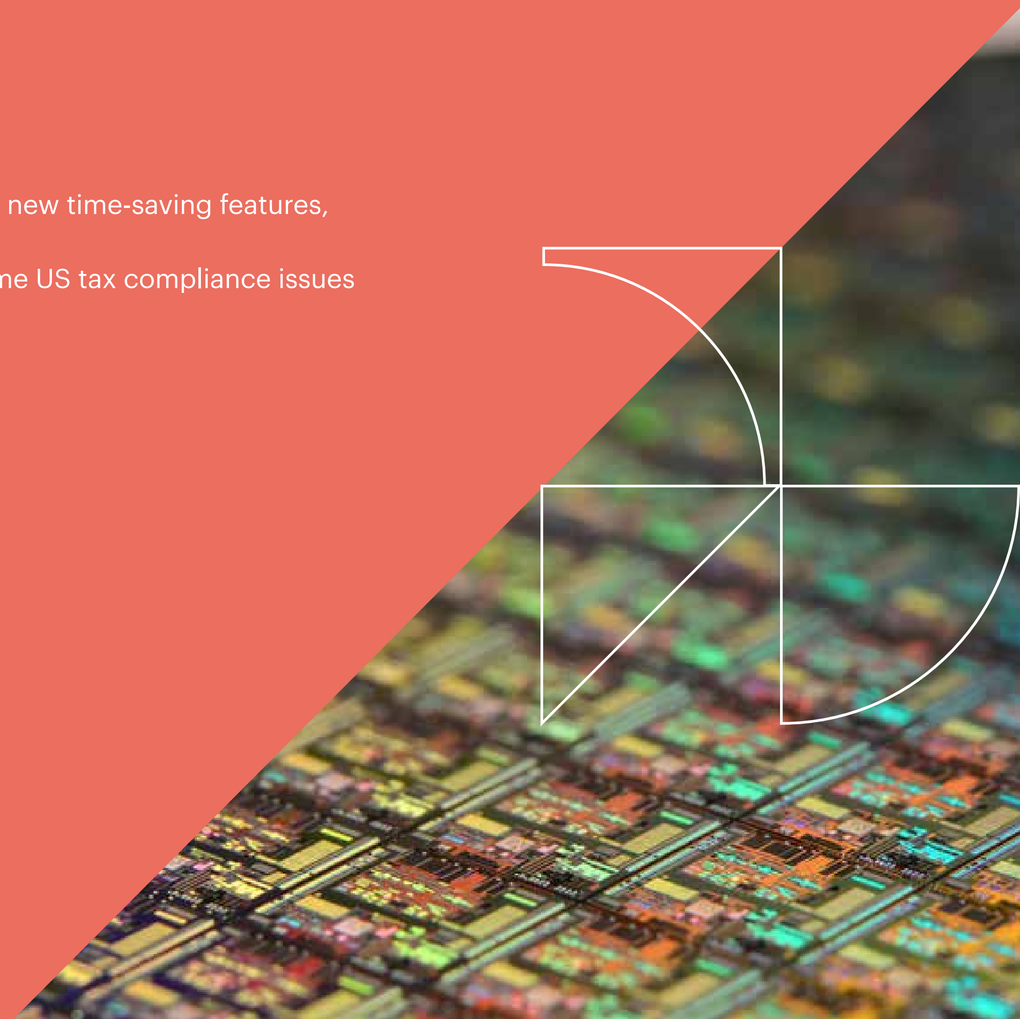
Manufacturing

Technology Transformation | **Application Modernization** | ERP Transition

Reduced Total Cost of Ownership for a lighting innovator through application upgradation

Reduction in maintenance downtimes through online patching

- Reduced TCO associated with Oracle, due to continuous innovation, new time-saving features, and improvements in operations
- A new Tax Manager module was implemented which helped overcome US tax compliance issues



Overview

Challenges and Goals

Solutions

Business Impact

Oracle R12 Application Services
SQL

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

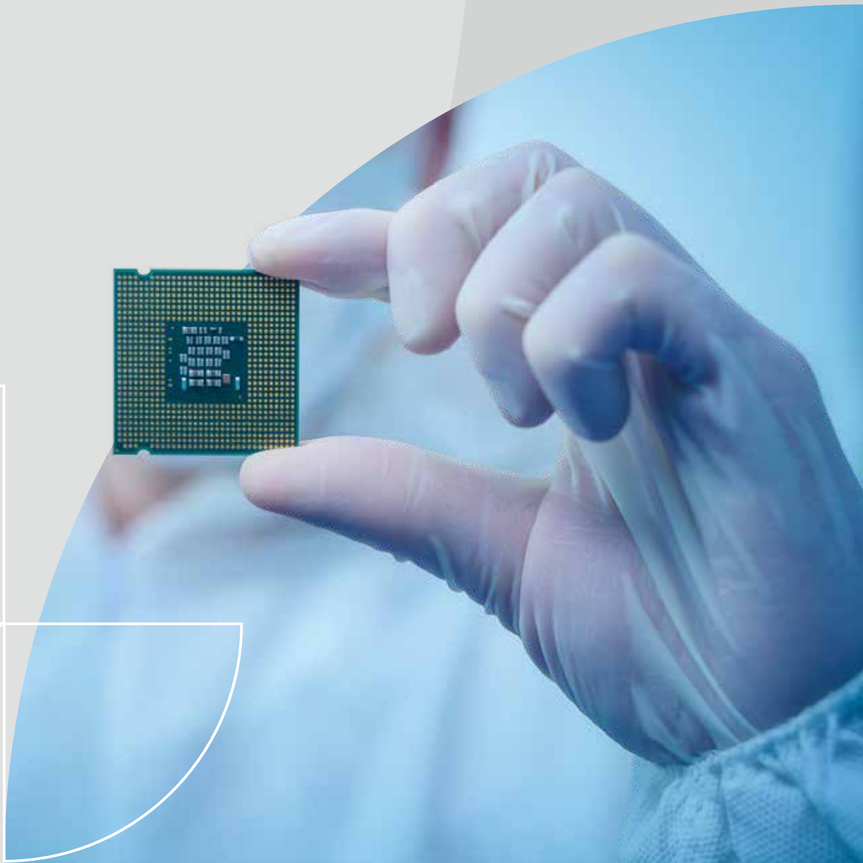
Technology Transformation | Application Modernization | **ERP Transition**

Reduced TCO by upgrading SAP S4/HANA for a semiconductor supplier

Organization Size: **1000** | Country: **USA** | Revenue: **$500 million**

The client is a developer and supplier of critical subsystems, ultra-high purity cleaning, and analytical services primarily for the semiconductor industry but also for Display Manufacturing, Medical Devices, Research Equipment, Industrial, and Solar Production.

.



Overview

Challenges and Goals

Solutions

Business Impact

SAP Application Services
E2E Testing

Electronics

Semiconductor

Hi-Tech

Med-Devices

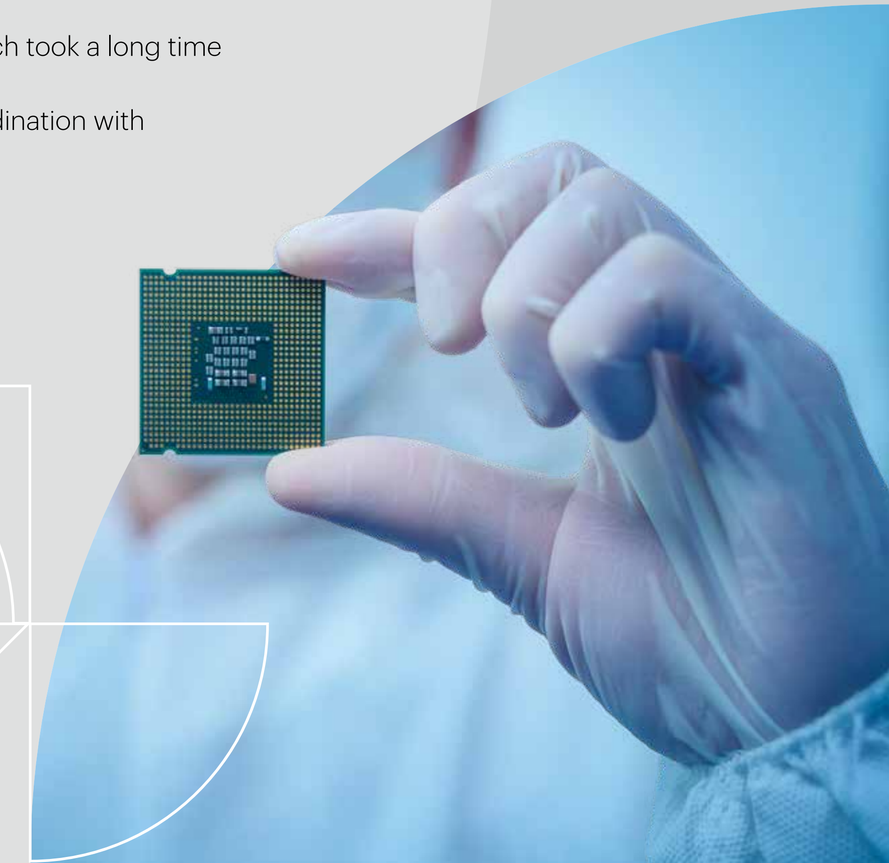
Manufacturing

Technology Transformation | Application Modernization | **ERP Transition**

Reduced TCO by upgrading SAP S4/HANA for a semiconductor supplier

The client was challenged by the instability of transitioning its existing SAP design to the new version. This affected their Go Live date of on-going projects, and all projects that were in progress. Key requirements were:

- To stay updated with their latest release cycles by exploiting new business functions and processes, and new intelligent technologies
- The new SAP version was not stable and some new issues occurred with SAP which took a long time to correct, like, ACH auto payment & BP.
- A solution provider needed to understand the client's SAP strategy with vital coordination with multiple customer vendors, IT and business teams.



Overview

Challenges and Goals

Solutions

Business Impact

SAP Application Services
E2E Testing

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

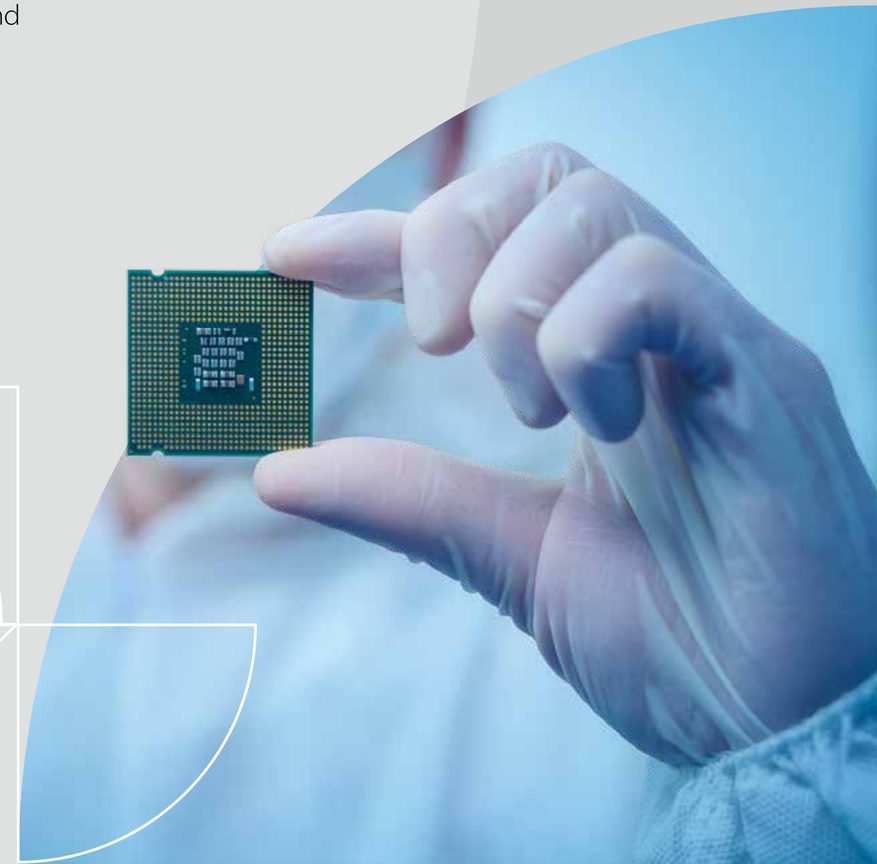
Business Impact

Technology Transformation | Application Modernization | **ERP Transition**

Reduced TCO by upgrading SAP S4/HANA for a semiconductor supplier

We upgraded the peripheral SAP systems to new compatible versions and support pack levels. We adjusted the hardware and operating systems as per best practices suggested by SAP. Our efforts focused on:

- Cutting down 2000+ obsolete transactions
- Using Zensar's Intelligent Platform for E2E Test Automation to perform an end-to-end testing business process testing in the new upgraded SAP version. Config, Custom Developments, Reports, Interfaces. 500+ test scripts were successfully executed in <20 days across US & Japan
- Creating an Impact assessment report to give the client visibility into the changes and modified business processes after the upgradation
- Creating an Impact assessment report to give the client visibility into the changes and modified business processes after the upgradation
- Giving necessary knowledge transfer to BSAs' on the changes done as part of upgrade.



SAP Application Services
E2E Testing

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

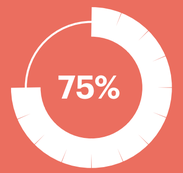
Challenges and Goals

Solutions

Business Impact

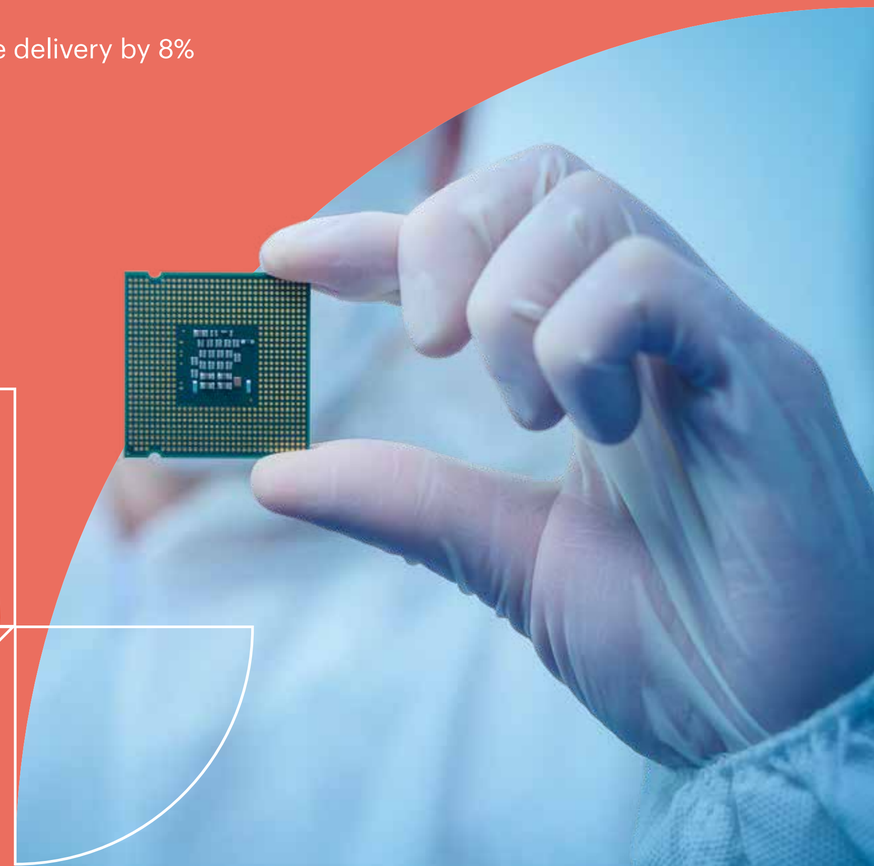
Technology Transformation | Application Modernization | **ERP Transition**

Reduced TCO by upgrading SAP S4/HANA for a semiconductor supplier



Reduction of
on-premise incidents

- Reduced cost involved in inventory movement by over 35% and improve on-time delivery by 8%
- Reduced the TCO by 30% using S/4 HANA
- Data harmonized for future use and automation



SAP Application Services
E2E Testing

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | Customer Experience Reimagination

Managing and automating business solutions for a global Hi-Tech manufacturer

Organization Size: **2300** | Country: **USA** | Revenue: **$3.5 Billion**

The client is a leading technology provider of advanced positioning solutions that maximize productivity and enhance profitability.

Overview

Challenges and Goals

Solutions

Business Impact

Oracle Application Services

Power BI | Azure

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | Customer Experience Reimagination

Managing and automating business solutions for a global Hi-Tech manufacturer

The client had operational inefficiencies, inadequate visibility of work order execution, and higher turn-around time for component replacement. A solution with a complete view of shop floor transactions, materials, resources, costs, and work order progress was required. Key business requirements were:

- Color coded discrete job components with picking status depending on availability of unpicked components
- Some components needed fixed rule-based component selection for certain assemblies with multiple substitutes
- Replacement of defective component issued for manufacturing with an SLA of less than 10 minutes
- Manufacturing Pick Slips with criteria-based segmentation
- Signals in the form of delivery notes to material transactions of WIP completion, WIP component return, and byproducts obtained for warehouse needs

Oracle Application Services
Power BI | Azure

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | Customer Experience Reimagination

Managing and automating business solutions for a global Hi-Tech manufacturer

We charted out a manufacturing unit's transformation roadmap for the client. Together with the client architecture team we identified strategic and tactical opportunities, conducted feasibility studies, designed, and implemented solutions. Our efforts included:

- Implementation of BoM, WIP, Quality, Cost Management and MSCA
- Creation of a visual management dashboard of material availability with advanced analytics and forecasting
- Rule-based substitution of components at the time of component picking
- Grouping / splitting of manufacturing pick slips based on complex business rules
- Generation of delivery notes for various material transactions
- Creation of overhead absorption rules based on product families for accurate costing of sub-assemblies and products
- Solution for emergency material replacement process
- Integration of EBS with TTS Quality Management System

Oracle Application Services
Power BI | Azure

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | Customer Experience Reimagination

Managing and automating business solutions for a global Hi-Tech manufacturer

Increase in operational efficiency with rule based component substitution

- Improvement in visibility of work order execution by 40%
- Automation of various transactions involved in component replacement process helped defective components replacement in less than 10 minutes

Oracle Application Services

Power BI | Azure

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Automation | **Transformed Service Efficiency** | Tech M&A Rationalization | Customer Experience Reimagination

Improving service efficiency for a global sensor manufacturer

Organization Size: **80000** | Country: **USA** | Revenue: **$12 Billion**

The client is an American Swiss-domiciled technology company that designs and manufactures connectors and sensors for several industries, including automotive, industrial equipment, data communication systems, aerospace, defense, medical, oil and gas, consumer electronics and energy.

Overview

Challenges and Goals

Solutions

Business Impact

SFDC/SAP Application Services
Salesforce Service Cloud | MuleSoft

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

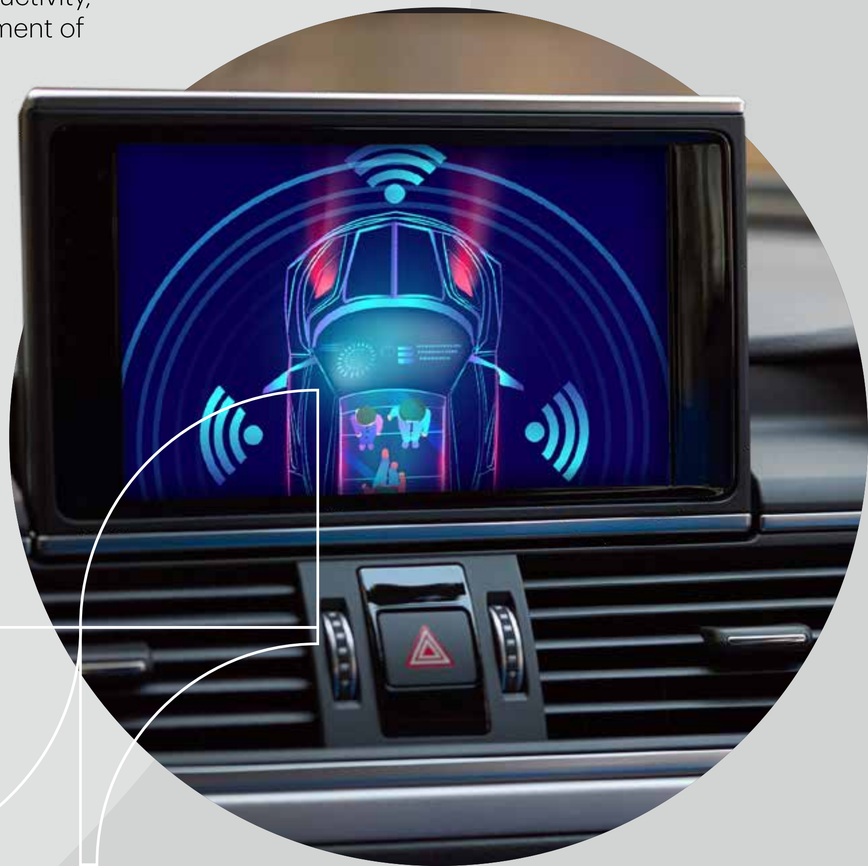
Business Impact

Business Automation | **Transformed Service Efficiency** | Tech M&A Rationalization | Customer Experience Reimagination

Improving service efficiency for a global sensor manufacturer

The client had legacy systems that decreased overall efficiency and was difficult to integrate with new CRM applications. Managing opportunities data with the SAP system had limitations apart from high call costs by agent telephony. The client required an optimal and efficient workforce management system. Key challenges were:

- Difficulty in managing opportunities data, with SAP system requiring manual intervention.
- The Workforce Management system was inefficient, as it could not track agent productivity, their schedules and reporting etc. Unoptimized workflow management and assignment of work to agents.
- Use of a costly telephony system by agents.



SFDC/SAP Application Services
Salesforce Service Cloud | MuleSoft

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

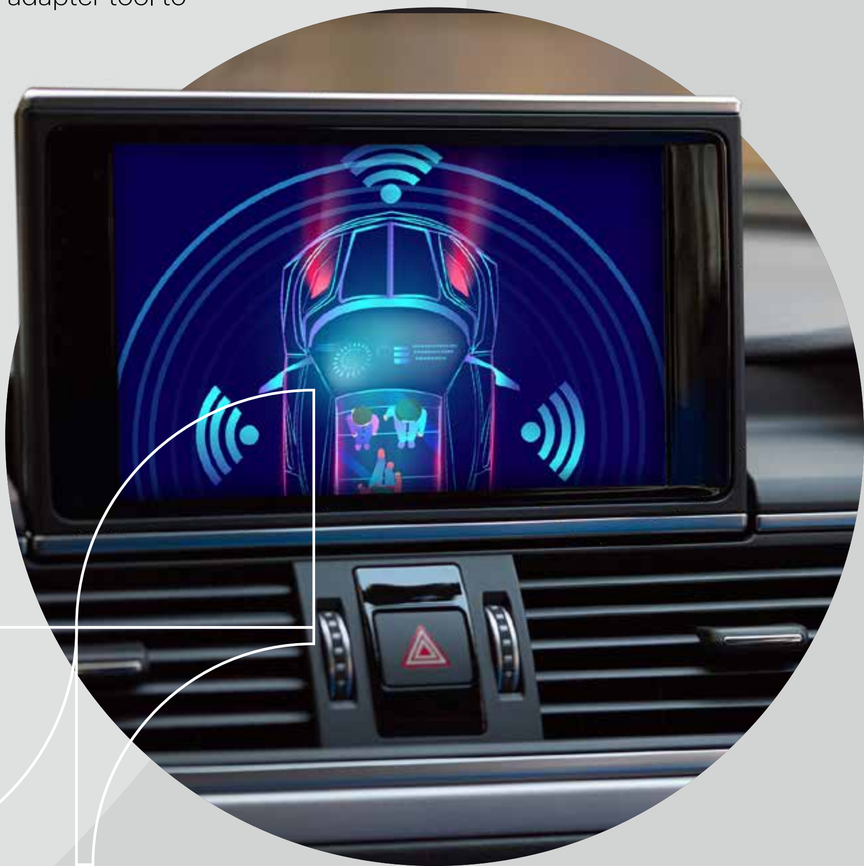
Business Impact

Business Automation | **Transformed Service Efficiency** | Tech M&A Rationalization | Customer Experience Reimagination

Improving service efficiency for a global sensor manufacturer

We modernized the client's CRM system by introducing various features. We first integrated SAP with Salesforce through MuleSoft including specific features for the China region. Our efforts largely focused on:

- Implementation of a knowledge and service console for agents, for easy agent tracking to help them improve their productivity
- Computer Telephony Integration (CTI) technology integration with an ingenious CTI adapter tool to help reduce costs



SFDC/SAP Application Services
Salesforce Service Cloud | MuleSoft

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | **Transformed Service Efficiency** | Tech M&A Rationalization | Customer Experience Reimagination

Improving service efficiency for a global sensor manufacturer

15% Increase in Channel Sales

- >98% workforce utilization
- 70% effort savings in release cycles
- Increased customer engagement and better prospects by sales/ marketing functions, with live chats and Einstein
- Improved agent productivity with service console, knowledge and articles
- Customer 360-degree view by integration with SAP systems

SFDC/SAP Application Services
Salesforce Service Cloud | MuleSoft

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Automation | Transformed Service Efficiency | **Tech M&A Rationalization** | Customer Experience Reimagination

Addressed a cross system for streamlining loosely coupled M&A of leading technology provider

Organization Size: **2300** | Country: **USA** | Revenue: **$3.5 Billion**

The client is a leading provider of advanced location -based solutions that maximizes productivity and enhances profitability. The client integrates its positioning expertise in GPS, laser, optical and inertial technologies with application software, wireless communications, and services to provide complete commercial solutions.

Overview

Challenges and Goals

Solutions

Business Impact

Advanced Engineering Services

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | **Tech M&A Rationalization** | Customer Experience Reimagination

Addressed a cross system for streamlining loosely coupled M&A of leading technology provider

The client was involved in a recent acquisition and faced specific enterprise problems that needed a robust IT solution:

- Ripple effect on the IT roadmap due to business implications from a legal, contractual and human resource perspective.
- Possibility of technology, ERP and business process incompatibility between the concerned organizations. For eg. Manual processing of sales orders (in the ERP system of acquired company).
- Lack of timely visibility of the financials and operations of the acquired company.
- Disparate processes across the client's and acquired company business impacting the productivity of resources.
- Duplication of part/product numbers for same product/parts across the client and acquired company system.
- To demonstrate returns on IT investments through M & A benefits, the client was forced to implement its IT roadmap in phases instead of upfront investments.
- Longer MIS reporting time.

Advanced Engineering Services

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | **Tech M&A Rationalization** | Customer Experience Reimagination

Addressed a cross system for streamlining loosely coupled M&A of leading technology provider

We performed core v/s context assessments to decide what needs to be consolidated to improve the reporting needs to smoothen line operation processes between the clients and the acquired company processes. We also did other implementations such as:

- Standardizing the parts for the acquired company (as per the client's terminology) and de duplicating various parts and standardizing the inventory reporting system.
- Consolidating the procurement and sourcing polices at the acquired company's system (as per client recommended policies).
- Assessing the client's as well as acquired company's business processes and suggesting opportunities for standardizing the processes.
- Implementing an EDI system for automatic conversion of POs (raised by the client) in their standard format of sales order to reduce the lead times (customer deliveries) and to eliminate the manual entries.

Advanced Engineering Services

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | **Tech M&A Rationalization** | Customer Experience Reimagination

Addressed a cross system for streamlining loosely coupled M&A of leading technology provider

10%

Increase in revenue with cross selling

- Limited increase in cross organization inventory cost
- 50% reduction in lead time for MIS reporting
- 30% improvement in inventory reporting
- 25% reduction in operational cost

Advanced Engineering Services

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | **Customer Experience Reimagination**

Created experience design services for a consumer electronics manufacturer to enhance customer centricity

Organization Size: **5000+** | Country: **USA** | Revenue: **$25 Billion**

The customer is a global leader in interactive and digital entertainment, with key operations in San Mateo (California), London and Tokyo and has been delivering innovation to the consumer electronics market since the 1990s. It operates as one of the world's largest manufacturers of consumer and professional electronic products, the largest video game console company and the largest video game publisher.

Overview

Challenges and Goals

Solutions

Business Impact

Experience Services

MS Dynamics | SAP | Salesforce

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | **Customer Experience Reimagination**

Created experience design services for a consumer electronics manufacturer to enhance customer centricity

The client needed support in gathering consumer insights for the development of their digital services as well as a consumer value proposition. They wanted to reflect on these insights and deeply analyze them to understand the customer expectations. This would enable them to design a consumer centric ‘store’ - an app marketplace. The analysis would also help them to design their digital services with human centered design methodology.

The customer was looking for an experience partner to de-risk their implementation process and ensure the commercial success of their innovative ideas.

Experience Services

MS Dynamics | SAP | Salesforce

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | **Customer Experience Reimagination**

Created experience design services for a consumer electronics manufacturer to enhance customer centricity

We developed a sustainable partnership with the client and implemented over 48 projects over a period of 8 years. Overall, we conducted research with customers for more than 1000 hours.

The various projects that we undertook as part of this relationship include:

- Designing research – We conducted international research with customers from 7+ countries.
- Strategizing and planning – We developed an experience vision, did experiments and proof of concepts.
- Designing of new experiences – We were involved in ideation and prototyping, interaction and visual designing.
- Conducting workshops to align teams – We conducted design thinking workshops with senior management and client partners to identify opportunities for the evolution and innovation of their digital propositions.
- Creating a feedback mechanism – We gathered expert reviews of the experience of using the client's digital services

Experience Services

MS Dynamics | SAP | Salesforce

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Business Automation | Transformed Service Efficiency | Tech M&A Rationalization | **Customer Experience Reimagination**

Created experience design services for a consumer electronics manufacturer to enhance customer centricity

Insights gathered through the experience design services generated a significant lift in the number of customers accessing the client's marketplace, which resulted in the customer exceeding its targets for sales on a quarterly basis.

Experience Services

MS Dynamics | SAP | Salesforce

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabling ‘Cruise to Cloud’ solution for a global medical device company

Organization Size: **500K** | Country: **USA** | Revenue: **$300 Billion**

The client is a leading global non-surgical aesthetic device company with a comprehensive product portfolio and a global distribution footprint. It’s technology enables physicians to provide advanced solutions for a broad range of medical-aesthetic applications.

.

Overview

Challenges and Goals

Solutions

Business Impact

Oracle Application Services

Power BI | Azure

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabling ‘Cruise to Cloud’ solution for a global medical device company

The client was functioning with legacy systems and hence unable to seamless manage and integrate customer management, orders, inventory, invoicing and financials. The need of the hour was a cloud-based system, that would integrate with their multiple existing CRM and legacy systems. Key requirements were:

- Implementation of Oracle ERP cloud Software as a Service.
- Implementation of Oracle cloud Platform as a Service.
- Analysis and reporting features: Power BI reporting, DWH on Azure, OTBI and FRS.
- Oracle Cloud Human Capital Management
- Regulatory Maintenance & Patch Application Testing
- Integration of existing CRMs - Vertex, Card, SFDC, Service Max, 3rd party PL, IoT.

Oracle Application Services
Power BI | Azure

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabling ‘Cruise to Cloud’ solution for a global medical device company

Our proprietary “Cruise to Cloud” solution was deployed for this Oracle cloud implementation. This solution helped us to calculate the client’s cloud readiness index, cloud fitment index and total cost of operations (TCO) projections in just a few hours. Our efforts focused on:

- Near real-time integration of our cloud solution with other CRM and logistics applications
- Integration with machines to keep tabs on patient data.
- Avoiding process customizations by following Oracle Fusion Cloud Best Practices.
- Reporting and data analysis was enhanced by using OTBI, Power BI and Azure

Oracle Application Services
Power BI | Azure

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabling ‘Cruise to Cloud’ solution for a global medical device company

30% Reduced IT manpower costing

- 60% improvement in response to customer order
- Strengthened supply chain planning function, order booking and increased inter-organization material visibility
- Enabled on-time recognition of receivables and handling of complex multi-currency installment payment collections

Oracle Application Services

Power BI | Azure

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | **Lean Business Processes** | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Deploying Zensar's preconfigured solution to enable lean business processes

Organization Size: **17000** | Country: **USA** | Revenue: **$7.5 Billion**

The client is a leading generic and specialty pharmaceutical company. It is one of the world's leading global pharmaceutical formulation developers, and manufacturing and marketing companies from India

Overview

Challenges and Goals

Solutions

Business Impact

SAP Application Services

SAP S4/HANA | FIORI Application | EDI interfacing

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | **Lean Business Processes** | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Deploying Zensar's preconfigured solution to enable lean business processes

While SAP Business One helped the client achieve exponential sales, there was limited integration with managing multiple R&D and CAPEX projects. The client needed business automation and process streamlining support for improved efficiency.

The client had identified the following challenges:

- Regulatory Compliance and Reporting
- No accurate visibility of stocks and excess inventory levels
- Delays in field service and customer service delivery
- Insufficient insight using Business Intelligence & Analytics
- Heavy reliance on QuickBooks accounting software since its formative years

SAP Application Services

SAP S4/HANA | FIORI Application | EDI interfacing

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | **Lean Business Processes** | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Deploying Zensar's preconfigured solution to enable lean business processes

We implemented our preconfigured SAP solution -ZenLife, ideal for modern pharmaceutical companies looking to scale cost-effectively. Our efforts focused on:

- Standardizing on SAP for simplifying the regulatory audit verification
- Detailed dashboard creation for sales teams providing increased monthly or quarterly visibility
- Optimizing 3PL engagement and transparency with a reliable up-to-date view of inventory
- R&D project tracking was enabled with a PS Module

Overview

Challenges and Goals

Solutions

Business Impact

SAP Application Services

SAP S4/HANA | FIORI Application | EDI interfacing

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | **Lean Business Processes** | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Deploying Zensar's preconfigured solution to enable lean business processes

15-30 mins

SAP automated check processing instead of hours

- Shortened financial closing cycles from 5 days to 1 day
- Product and process traceability and linkage from R&D (initiation batches to large scale commercial manufacturing)

"SAP and Zensar clearly rises above all competitors in the life sciences and pharmaceuticals industry. From user and management experience to integration and overall functionality, it's the platform of choice, and provided us one source of truth"

- VP, Information Technology

SAP Application Services

SAP S4/HANA | FIORI Application | EDI interfacing

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | **Optimized Digital Operations** | Enhanced Digital Collaboration | Managed Services Model | Digital Integration Solution

Implementing SAP S/4HANA for a generic medicines marketer

Organization Size: **9200** | Country: **USA** | Revenue: **$381 Billion**

The client's business model is about marketing high quality, affordable generic medicines that are trusted by patients and healthcare professionals. With a motto that emphasizes "health in the small details," they have state-of-the-art manufacturing facilities and R&D centers at par with international standards.

Overview

Challenges and Goals

Solutions

Business Impact

SAP
Zenlife | SAP S/4HANA

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | **Optimized Digital Operations** | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Implementing SAP S/4HANA for a generic medicines marketer

The client's business was impacted by gaps in their overall operational structure. Dependence on legacy systems resulted in lack of integration and regulatory compliance issues. The client needed a digital transformation solution across enterprise wide functions that also supported a robust and reliable reporting engine. Key challenges were:

- Lack of required integration, regulatory compliances and a robust, as well as a reliable reporting engine.
- Less visibility on inventory, sales and commissions across supply chain function.
- Relying on disparate legacy systems, the client lacked real time analytics capabilities that were necessary to generate intelligent insights.

Overview

Challenges and Goals

Solutions

Business Impact

SAP
Zenlife | SAP S/4HANA

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | **Optimized Digital Operations** | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Implementing SAP S/4HANA for a generic medicines marketer

Our rich pharmaceutical and life sciences industry experience helped us plan, deploy and support the client including Zenlife, our proprietary solution that enables customized reporting capabilities. Our efforts focused on:

- Implementation of SAP S/4HANA in four months including modules across enterprise wide business functions. This served as a foundation for the future with new business process “blueprints”.
- Due to this implementation, the client now had centralized master data, inbound integration with 3PL Logistics, accelerated sales cycle with improved access to back-end systems, higher overall data quality and financial reporting capabilities.
- Providing productivity gains
- Better visibility into inventory levels across the entire supply chain

SAP
Zenlife | SAP S/4HANA

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | **Optimized Digital Operations** | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Implementing SAP S/4HANA for a generic medicines marketer

Improvement in inventory turnover

- 75% faster financial close cycle in integrated SAP system with greater reliable data
- Improved agent productivity with service console, knowledge and articles
- Customer 360-degree view by integration with SAP systems

> SAP solutions instill best practices. For life sciences, the pharmaceuticals business, no one comes close to this deep level of functionality inherently addressing the majority of requirements.
>
> *- Senior Supply Chain Manager*

SAP
Zenlife | SAP S/4HANA

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | **Enhanced Digital Collaboration** | Managed Services Model | Digital Integration Solution

Enabled digital transformation with next-gen solutions for MedTech manufacturer to drive enhanced collaboration and cost reduction

Organization Size: **10000+** | Country: **USA** | Revenue: **$19 Billion**

The customer is a U.S. based company dedicated to designing, marketing and manufacturing products in four segments: Life Sciences, Diagnostics, Environmental and Applied Solutions. This is a Fortune 150 company with a global family of over 20 operating companies and approximately 70,000 employees spread across 50 countries.

Overview

Challenges and Goals

Solutions

Business Impact

Foundation Services

Digital Workplace Services, Digital Infrastructure

Connected Autonomous Cloud | Connected Work +

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | **Enhanced Digital Collaboration**

Managed Services Model | Digital Integration Solution

Enabled digital transformation with next-gen solutions for MedTech manufacturer to drive enhanced collaboration and cost reduction

The customer wanted to adopt an agile solution to enable comprehensive technology transformation. This would require extensive resources across different skillsets, some of these were critical for administration, and services tasks related to on-premises and cloud services.

The business need was to enhance communication and collaboration as well as support services to monitor the overall IT infrastructure among all their respective companies.

Foundation Services

Digital Workplace Services, Digital Infrastructure

Connected Autonomous Cloud | Connected Work +

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | **Enhanced Digital Collaboration**

Managed Services Model | Digital Integration Solution

Enabled digital transformation with next-gen solutions for MedTech manufacturer to drive enhanced collaboration and cost reduction

We worked closely with the customer's Client Architect team, a part of the Global Shared Systems and Services (GS3) team. Together they identified strategic and tactical opportunities, conducted feasibility studies, designed and implemented solutions, and provided support services shared across all companies that were part of the organization.

We delivered key services/solutions including:

- Migrating over 100,000 mailboxes from on-premises Exchange 2010 to O365 Exchange Online
- Providing 24x7 L1 to L3 support for the GS3 hybrid IT infrastructure and services
- Onboarding newly acquired companies to make them ready to use GS3 services
- Managing Office 365 services including Azure AD, Exchange Online, Skype, SharePoint Online and Yammer
- Messaging hygiene solution and mitigation of SPAM, spoofing and virus events
- Planning and implementing the migration/upgrade of on-premise servers to AWS IaaS Cloud and VMWare environment
- Collaborating with the local site administrator to mitigate server-side incidents
- 24/7 monitoring of overall IT infrastructure and services

Foundation Services

Digital Workplace Services, Digital Infrastructure

Connected Autonomous Cloud | Connected Work +

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

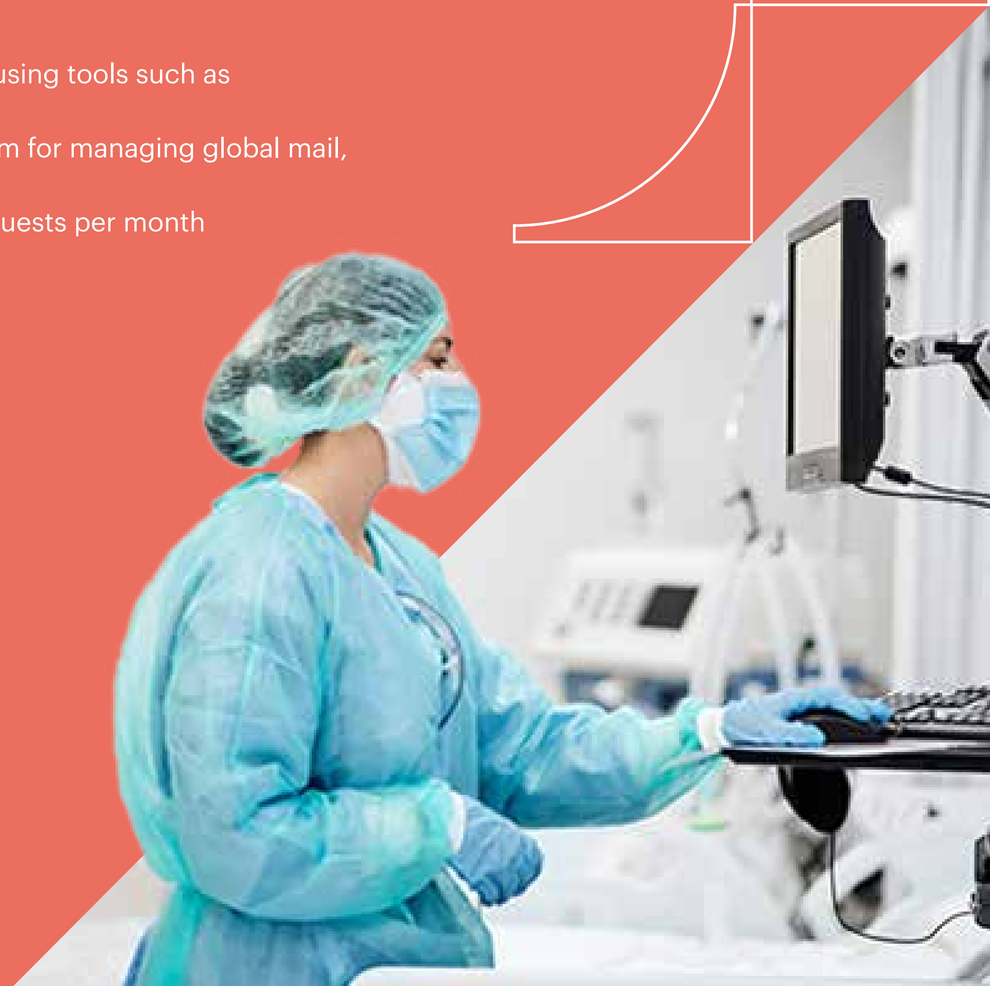
Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | **Enhanced Digital Collaboration**

Managed Services Model | Digital Integration Solution

Enabled digital transformation with next-gen solutions for MedTech manufacturer to drive enhanced collaboration and cost reduction

- Enhanced collaboration among all group companies across the globe using tools such as common messaging platforms and single address book
- Substantial cost reductions due to the deployment of a centralized team for managing global mail, portal services, etc. for all businesses at the client location
- Effective management and troubleshooting of over 1,200 incidents/requests per month



Foundation Services

Digital Workplace Services, Digital Infrastructure

Connected Autonomous Cloud | Connected Work +

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabled a managed service model through technology transformation for a respiratory care leader

Organization Size: **4000** | Country: **USA** | Revenue: **$1 Billion**

The client is a global corporation serving the healthcare industry with products and services that help hospitals measurably improve the safety and quality of care. They produce and distribute medical equipment. It is also a global leader in respiratory care providing innovative medical devices and services. The world's largest pure-play "breathing company", with a 65-year track record in manufacturing and marketing more than 27,000 unique products catering to diagnosis, treatment ,and monitoring of respiratory conditions.

Overview

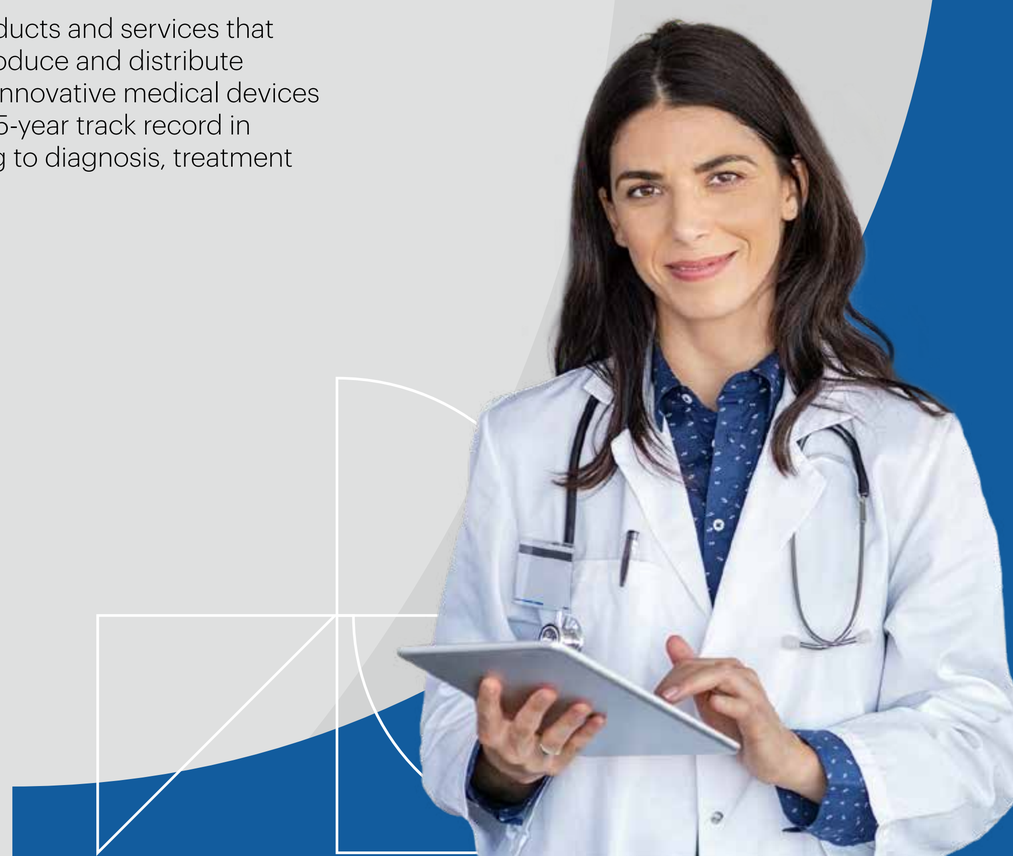
Challenges and Goals

Solutions

Business Impact

Foundation Services, Application Services

MS Dynamics | SAP | Salesforce



Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabled a managed service model through technology transformation for a respiratory care leader

The customer was looking to adopt an agile solution to enable comprehensive technology transformation. This would require extensive resources across different skillsets, some of these were critical for administration, and services tasks related to on-premises and cloud services.

The business need was to enhance communication and collaboration as well as support services to monitor the overall IT infrastructure among all their respective companies.

Overview

Challenges and Goals

Solutions

Business Impact

Foundation Services, Application Services

MS Dynamics | SAP | Salesforce

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabled a managed service model through technology transformation for a respiratory care leader

We developed a managed services model with complete ownership and provided a multilingual support team of 15+ consultants at short notice to the client. We also developed a repository of Runbooks, covering detailed documentation of business processes and manuals. We standardized the ITSM and MIM processes, and enabled enhanced reporting and dashboarding. Other solution aspects delivered included:

- Successfully executing an effective and detailed transition from the incumbent vendor and onboarding niche skill resources including ServiceMax, Vistex, GTS and MDM.
- Zensar's SAP Global Support for the client covered different geographies, languages and 3 time zones. We provided SLA implementation for multi- instances SAP applications- FI, CO, MM, SD, PPQM, WM, Basis and Security, BI BW, PIPO, Vistex and GTS modules
- Providing support and maintenance services for JE Edwards, MS Dynamics, Salesforce and 3 other small ERP applications, along with 20 other application in addition to SAP support.

Foundation Services, Application Services

MS Dynamics | SAP | Salesforce

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | Digital Integration Solution

Enabled a managed service model through technology transformation for a respiratory care leader

- Accelerated transition to Managed Services Model, which led to reduced risk, fixed monthly IT costs and automation.
- Introduced Robotic Process Automation solution which increased the business efficiency.
- Enhanced system security with audit and cleanup of roles and authorizations
- Implemented automated alert configuration for scheduled jobs

Foundation Services, Application Services

MS Dynamics | SAP | Salesforce

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | **Digital Integration Solution**

Drove enhanced collaboration and digital transformation for cost reduction with next-gen IoT solutions

Organization Size: **500** | Country: **USA** | Revenue: **$300 Million**

The client makes and markets laser-based medical devices designed to rejuvenate human skin, reduce wrinkles, remove hair, and treat vascular and pigmented lesions as well as acne and cellulite. Operating in the cosmetic surgery or "aesthetic medical treatment" space, the client markets its products directly to doctors and other health practitioners globally. It's products combine optical energy derived from light waves with electrical energy and specially designed software.

Overview

Challenges and Goals

Solutions

Business Impact

Data Engineering & Analytics

Azure | PowerBI | SQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | **Digital Integration Solution**

Drove enhanced collaboration and digital transformation for cost reduction with next-gen IoT solutions

The client sells IoT enabled machines to medical practitioners and institutions which captures data around treatment, machine and patients. However, they lacked the capability to analyze this data. Traditionally, the client has been using Java visualization apps which do not provide integrated views across systems (IoT + Salesforce + ServiceMax) rendering low Data ROI.

The client wanted an integrated platform, which could give insights into the usage pattern, consumption of ancillary offerings, errors, and other relevant parameters of their machines installed across the globe.

Overview

Challenges and Goals

Solutions

Business Impact

Data Engineering & Analytics

Azure | PowerBI | SQL

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | **Digital Integration Solution**

Drove enhanced collaboration and digital transformation for cost reduction with next-gen IoT solutions

We built a solution on the MS Azure platform with various levels of data security – from region level to customer level. We integrated IoT data (machine temperature, movements , FTZ usage) with sales and service data from Salesforce, and ServiceMax respectively using ADF (Azure Data Factory), and developed a data warehouse in Azure SQL DB. Data modeling was done considering future scalability when other data sources would be added into the overall analytics solution. Based on a discussion with clients, business critical KPIs were identified and dashboards were built in PowerBI to track them. The KPIs intended to:

- Segment clinics across the world based on their FTZ consumption.
- Identify the effectiveness of the treatment by medical practitioners along with insights on patient demography like gender, weight, BMI etc.
- Identify the different kinds of errors in the machine operations and correlate with parameters such as machine temperature, hours of usage etc.

Data Engineering & Analytics

Azure | PowerBI | SQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Cruise to Cloud | Lean Business Processes | Optimized Digital Operations | Enhanced Digital Collaboration

Managed Services Model | **Digital Integration Solution**

Drove enhanced collaboration and digital transformation for cost reduction with next-gen IoT solutions

Improvement in performance of reports

- Visibility of IoT data 24x7 & across the globe
- Eliminated dependency on legacy Java apps for reporting

> Thank you all IT team, GBU team and Zensar Team for excellent and effective work. I am excited as I look forward to enjoy the business impact. We will move forward to execution with the regions.
>
> *- EVP & GM, Global Business Unit*

Data Engineering & Analytics

Azure | PowerBI | SQL

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Inventory optimization by redesigning of global supply chain processes

Organization Size: **17000** | Country: **USA** | Revenue: **$7.5 Billion**

The client is the world leader in compact, professional electronic test and measurement tools and delivers testing and troubleshooting capabilities for industrial maintenance and commercial building operations globally.

Overview

Challenges and Goals

Solutions

Business Impact

SAP Application Services | Oracle Application Services

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Inventory optimization by redesigning of global supply chain processes

The client's global business expansion plans were impacted by an inefficient global supply chain, an outdated inventory system, high transportation costs arising from complex stocking of inventory and goods movement across multiple locations. Key challenges and requirements were:

- Obsolete warehouse management policy led to longer inventory reconciliation time and an inability to respond to sudden changes in schedule and demand.
- The lack of analytical capabilities made it difficult for the client to calculate accurate promise dates and as a result, on time delivery was below acceptable levels.
- The client needed to optimize its inventory for a faster and more accurate job execution, and with greater business impact.

SAP Application Services | Oracle Application Services

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Inventory optimization by redesigning of global supply chain processes

We re-designed the entire supply chain making it elastic enough to scale with the organization's future scope of operations. We integrated the firm's current operations in the US to include all manufacturing, distribution and service operations across 18 countries – Europe, China and Singapore.

We upgraded the peripheral SAP systems, to new compatible versions and support pack levels.

We adjusted the hardware and operating systems as per best practices suggested by SAP. Our efforts focused on:

- Designing and formulating inventory policies with respect to the SKU's. Evaluation of Oracle and SAP and selection of the most suitable and cost -efficient warehouse management system for the client.
- API development and a customized solution to integrate with the third party CLS shipping tool, based on our third party assessment results after identification of the data points that need to be integrated to improve visibility of customer orders, shipment status, etc.
- Mobile applications development for users to access inventory availability reports while on the move, as part of our Device-as-a-Service focus enabling customers to close orders in real time.
- Configured alerts were also sent to users mobile, if the inventory of any FG or part reached a level lower than the recommended safety stock.

SAP Application Services | Oracle Application Services

Electronics

Semiconductor

Hi-Tech

Med-Devices

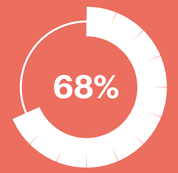
Manufacturing

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Inventory optimization by redesigning of global supply chain processes



Reduction in order cancellations

- Over 35% reduced cost in inventory movement and 8% improvement in on-time delivery
- Account closure reduced from six business days to just one with improved resource productivity

SAP Application Services | Oracle Application Services

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Inventory Optimization | **Enabling Global Automation** | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Enabling automation with SAP global rollout for a global automotive supplier

Organization Size: **17000** | Country: **Canada** | Revenue: **$40 Billion**

The client is a Canadian mobility technology company for automakers. They are a leading global automotive supplier with nearly 300 manufacturing operations and over 75 product development, engineering and sales centers in 29 countries. It is one of the largest automobile OEM manufacturers in North America by sales of original equipment parts.

Overview

Challenges and Goals

Solutions

Business Impact

SAP Application Services
Oracle Hyperion | Manufacturing Execution System

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | **Enabling Global Automation** | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Enabling automation with SAP global rollout for a global automotive supplier

Operating across several offices and geographies, the client was unable to establish a glocal enterprise. The client was impacted by a disparate system landscape, with manual operations across functions, silo functionality with no cross-module integration. The client needed a digital solution to align the business unit with the global template. Key challenges were:

- The alignment of a business unit with the global template was a challenge due to disparate system landscape, with manual operations across functions. The JIT/JIS calls were tracked manually and there was silo functionality with no cross-module integration.
- At the local level, having offices in different geographies created compliance issues and customer service issues were also not getting resolved in a smooth manner, due to the lack of a support person who understood the local language and culture.

SAP Application Services
Oracle Hyperion | Manufacturing Execution System

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | **Enabling Global Automation** | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Enabling automation with SAP global rollout for a global automotive supplier

We implemented a SAP global roll out for the client in 7 months' for the US and India geographies. Our efforts focused on:

- Localization mapping for US and India subsidiaries
- Interface development of SAP ECC6.08 with Auto OEM systems, for online JIT calls and ASN
- SAP ECC6.08 integration with MES to track the transformation of raw material to finished goods and with the Oracle Hyperion Financial Management System
- Implementation of FI, CO, MM, WM, SD, PP, QM, DMS, IS-Auto modules was also carried out at 4 greenfield lines, with global template rollout at 4 manufacturing lines

SAP Application Services
Oracle Hyperion | Manufacturing Execution System

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

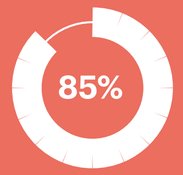
Solutions

Business Impact

Inventory Optimization | **Enabling Global Automation** | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Enabling automation with SAP global rollout for a global automotive supplier



Faster customer response time

- 100% automation achieved in demand forecast, JIT calls and send ASN online on real time basis
- 100% automation achieved due to MES integration with SAP system for processing JIT calls and back flushing
- 50% reduction in lead time for data reconciliation and financial reporting in the Oracle Hyperion Financial Management system

SAP Application Services
Oracle Hyperion | Manufacturing Execution System

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Inventory Optimization | Enabling Global Automation | **Redesigned Sales Process** | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improving cross sell and up sell through sales process redesign

Organization Size: **4000** | Country: **USA** | Revenue: **$10 Billion**

The client is a world-leading manufacturer of coding and marking solutions. They cover all major technologies, including continuous and thermal ink jet, laser, thermal transfer overprinting and case coding.

Overview

Challenges and Goals

Solutions

Business Impact

Application Services
Salesforce Sales Cloud | Salesforce CPQ | Salesforce Einstein

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | **Redesigned Sales Process** | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improving cross sell and up sell through sales process redesign

The client's sales IT infrastructure was complex and inconsistent with legacy systems making operations difficult. The current CRM lacked major functions, and had limitations with sub optimal on premise custom CPQ systems. The absence of predictive analytics also impacted the client. Key challenges and requirements were:

- The on-premise custom CPQ systems were not performing optimally leading to increased sales efforts and poor return on investment.
- The client's product portfolio had the potential for upsell and cross sell opportunities was large, but the lack of a predictive analysis system reduced the client's ability to explore this source for revenue increase.
- A connected marketing cloud would enable the client to benefit from upsell and cross sell opportunities, increase revenue and improve ROI.

Application Services
Salesforce Sales Cloud | Salesforce CPQ | Salesforce Einstein

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | **Redesigned Sales Process** | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improving cross sell and up sell through sales process redesign

Zensar implemented Salesforce's "Out of the box" solution to seamlessly unify Marketing Cloud with Salesforce CRM. This enabled more efficient lead capture. Our efforts largely focused on:

- Implementation of a structured global rollout of Salesforce CPQ with 5500+ product configurations, 50+ product rules and 25+ pricing rules
- Integration of Salesforce CPQ with Microsoft Dynamics NAV software to update the current products
- Einstein analytics implementation to give the client relevant recommendations to upsell and cross sell products

Application Services
Salesforce Sales Cloud | Salesforce CPQ | Salesforce Einstein

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Inventory Optimization | Enabling Global Automation | **Redesigned Sales Process** | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improving cross sell and up sell through sales process redesign

Shorter sales cycle

- Salesforce Einstein helped increase customer retention, and customer satisfaction by upto 50%
- Streamlined Lead to Quote management process leading to better pipeline, sales, quotes and contract visibility
- Improved recommendation and next best action prediction for upsell and cross sell

Application Services
Salesforce Sales Cloud | Salesforce CPQ | Salesforce Einstein

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

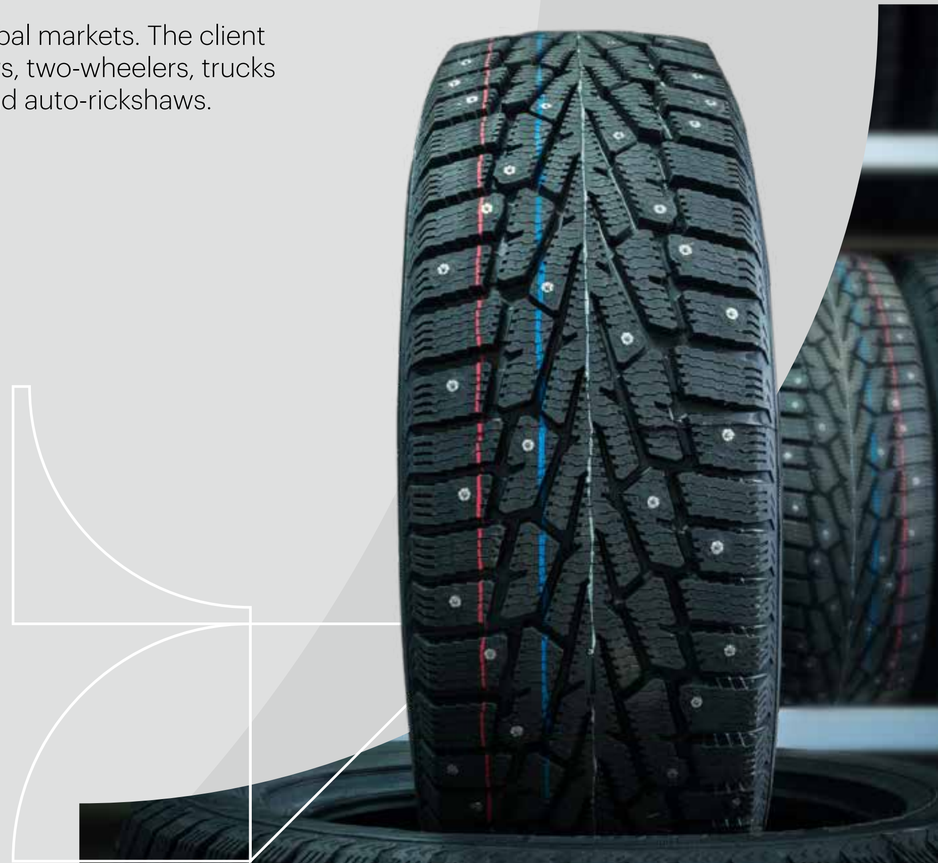
Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | **Process Efficiency Improvement** | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improved the process efficiency with IoT based solution for a leading tyre manufacturer

Organization Size: **8000** | Country: **India** | Revenue: **$1 Billion**

The client is one of India's leading tyre manufacturers that has a presence in global markets. The client produces over 165 million tyres a year and manufactures tyres for passenger cars, two-wheelers, trucks and buses, light commercial vehicles, earth-movers, forklifts, tractors, trailers, and auto-rickshaws.



Overview

Challenges and Goals

Solutions

Business Impact

Advanced Engineering Services
Advanced Engineering Services | MySQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | **Process Efficiency Improvement** | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improved the process efficiency with IoT based solution for a leading tyre manufacturer

The client needed an IoT based solution for a complete modernization of its production process. It was impacted by losses and an under optimized performance due to the unpredictable downtime of critical machinery in its production process.

Due to lack of machine operational data, the client was unable to understand the failure patterns of the machine, leading to production stoppage and loss of operational efficiency.

They needed a partner that could connect various machine touchpoints in the whole value chain, gather and analyze the data and make predictions for future maintenance.

Advanced Engineering Services
MySQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | **Process Efficiency Improvement** | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improved the process efficiency with IoT based solution for a leading tyre manufacturer

We developed a real time monitoring solution for the client by connecting 170 IOT touchpoints in the production process. We further formulated algorithms to connect machine parameters to critical failure risk scenarios, to help predict problems and plan actions accordingly. Our efforts focused on:

- Enabling predictive maintenance through machine condition monitoring which resulted in the improvement of overall equipment efficiency.
- Combining PLC machine data with maintenance data to identify variables causing maximum variability.
- Implementing notifications for maintenance and imminent failure, increasing production plan attainment.
- Enabling Edge analytics of machine data via “blocking”, working with Wonderware MES.

Advanced Engineering Services
MySQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | **Process Efficiency Improvement** | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Improved the process efficiency with IoT based solution for a leading tyre manufacturer

Reduced machine downtime

- Reduced cost of spare parts by 65%

Advanced Engineering Services
MySQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | **Modernized Digital Experience**

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Provided a digital experience solution for product training timeline improvement for a commercial vehicles manufacturer

Organization Size: **27000** | Country: **USA** | Revenue: **$25 Billion**

The client is an American Fortune 500 company which counts among the largest manufacturers of medium and heavy duty commercial vehicles in the world. It is engaged in the design, manufacture and customer support of light, medium and heavy-duty trucks. It also designs and manufactures diesel engines, provides financial services and information technology, and distributes truck parts.

Overview

Challenges and Goals

Solutions

Business Impact

Advanced Engineering Services
MySQL

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | **Modernized Digital Experience**

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Provided a digital experience solution for product training timeline improvement for a commercial vehicles manufacturer

The client aimed to improve new product training timelines by creating an innovative learning experience for its employees. They wanted to implement and integrate a new app into their business, which needed to be easy to use and remotely supportable. Currently, remote support infrastructure didn't exist with the client.

A reliable and efficient middleware was required, which could support significant changes that could potentially be needed for integrating middle systems into back-end systems.

Data accuracy was important when identifying, capturing and converting data as they wanted a system that could convert custom data into AR-enabled 2D and 3D shapes.

Advanced Engineering Services/Experience Services
AR | VR

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | **Modernized Digital Experience**

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Provided a digital experience solution for product training timeline improvement for a commercial vehicles manufacturer

We implemented architectural and functional changes that were stable and scalable, to ensure that the application is extensible, reliable and ready for operation. The middleware functionality was separated into two capabilities which focused on:

- Converting 2D and 3D engineering content to searchable AR content, and to support app capabilities.
- Identifying options to streamline the integration and functional operations of a back-end system.

Advanced Engineering Services/Experience Services
AR | VR

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | **Modernized Digital Experience**

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Provided a digital experience solution for product training timeline improvement for a commercial vehicles manufacturer

Faster go live time for new products

- New product training timeline reduced from weeks to minutes
- Increased visibility across activities and alerts for priority items

Advanced Engineering Services/Experience Services
AR | VR

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Modernized enterprise systems for a leading automotive manufacturer to maximise productivity

Organization Size: **200000+** | Country: **South Korea/USA** | Revenue: **$225 Billion**

The client is a leading provider of advanced location-based solutions that maximize productivity and enhance profitability. The client integrates its positioning expertise in GPS, laser, optical and inertial technologies with application software, wireless communications, and services to provide complete commercial solutions.

Overview

Challenges and Goals

Solutions

Business Impact

Advanced Engineering Services

.Net | Oracle AIA

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- **Challenges and Goals**
- Solutions
- Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Modernized enterprise systems for a leading automotive manufacturer to maximise productivity

The client's IT department was not able to keep pace with new technology and faced the following challenges:

- Aging systems based on obsolete and legacy technology.
- Inability to expand the business because technology was not able to keep pace.
- Tacit knowledge of availability of new technology and know how to integrate with the current systems.
- Brittle and monolithic architecture with too many interfaces creating complexities

Advanced Engineering Services
.Net | Oracle AIA

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Modernized enterprise systems for a leading automotive manufacturer to maximise productivity

As an implementation partner, we analyzed the existing JD Edwards environments, crystallized and prioritized all the requirements and proposed an architecture using Oracle SOA Suite 11g and based on the Oracle Application Integration Architecture (AIA), as the best fit for addressing the long-term integration requirements. Key solution implementation included:

- Providing a layer of abstraction between a diverse set of ERPs as the Oracle AIA methodology allowed for maximum re-use of existing adapters, software components, industry standard data models.
- Reducing complexity by the use of Oracle Services Bus 11G wherever possible to increase the performance and scalability of the solution.
- Applying a security model that adhered to DoD and SOX standards, providing separate service levels based on security and availability requirements.
- Enhancing UI and UX for ease of use of business user and modernizing the front-end to .NET 4.0 accessing backend on AS/400 and integrating with the SAP backend.

Advanced Engineering Services
.Net | Oracle AIA

© Zensar Technologies, 2021

Electronics

Semiconductor

Hi-Tech

Med-Devices

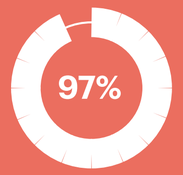
Manufacturing

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | User Experience Modernization

Modernized enterprise systems for a leading automotive manufacturer to maximise productivity



Accuracy of inventory count

- Achieved 100% user satisfaction for user friendliness and speed of the systems
- 200+ integrations implemented
- New features of .NET Framework 4.0 like code refactoring for enhanced performance of the system

Advanced Engineering Services
.Net | Oracle AIA

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | **IT Operations Transformation** | Digital Infrastructure Transformation | User Experience Modernization

Transformed IT operations for a global aerospace manufacturer through Zensar's AIOps platform

Organization Size: **10000+** | Country: **France** | Revenue: **$75 Billion+**

The customer is a global manufacturer and distributor of aircrafts and airplanes for the aviation and aerospace marketplace. It serves major carriers, low-cost operators, cargo airlines, and leasing companies in North and Latin America. With a presence in over 180 locations, the organization has a globally distributed workforce represented by more than 140 nationalities.

Overview

Challenges and Goals

Solutions

Business Impact

Foundation Services

Digital Operations, Digital Experience Management
The Vinci™ | AIOps Platform

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | **IT Operations Transformation** | Digital Infrastructure Transformation | User Experience Modernization

Transformed IT operations for a global aerospace manufacturer through Zensar's AIOps platform

An accelerated growth in business and number of customers was putting pressure on the client's exceedingly complex IT environment. The customer required to transform their operations through a fully managed, data-driven digital infrastructure, and deliver increasingly personalized services to achieve lean and efficient 24x7 operations.

Key challenges and requirements were:

- Ongoing network operations activities were becoming tedious and inefficient, leading to increased cost, effort and time overheads. The absence of an automated process for the on-premise environment was leading to manual and time-consuming interventions and many human errors.
- Lack of process automation was also giving rise to event flood, delayed root cause analysis (RCA) and more issues with higher mean time to resolve (MTTR), which were major hindrances to the client's productivity.
- Over time the organization's IT environment had amassed a variety of third-party tools that added to the complexity. The business aimed at decreasing cost of managing incidents and condensing the number of false alarms.

Foundation Services

Digital Operations, Digital Experience Management
The Vinci™ | AIOps Platform

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | **IT Operations Transformation** | Digital Infrastructure Transformation | User Experience Modernization

Transformed IT operations for a global aerospace manufacturer through Zensar's AIOps platform

The key digital operations solution implementation comprised of an end-to-end integrated network solution from monitoring to ITSM to automation which included:

- Monitoring of real-time and historical data for anomaly detection and the large pool of events generated from the monitoring devices was correlated and suppressed to automate incident creation. In addition, automatic identification and remediation of the root causes of those incidents was executed.
- Creating visibility of the operations through a persona-based single pane view dashboards, a feature of Zensar's integrated managed service AIOps platform, The Vinci™. The sense and act monitoring capabilities of The Vinci™ enabled increased operational and process efficiencies. User experience and productivity remained at the core of the overall solution and all other components aligned to focus on these areas.
- Leveraging its 360-degree partner ecosystem of leading global products and platform OEMs to ensure the best of breed solution implementation and a minimum risk transition.

Foundation Services

Digital Operations, Digital Experience Management
The Vinci™ | AIOps Platform

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | **IT Operations Transformation** | Digital Infrastructure Transformation | User Experience Modernization

Transformed IT operations for a global aerospace manufacturer through Zensar's AIOps platform

Reduction in MTTR since onboarding and decreased costs associated with performance problems

- 42% improvement in employee productivity by predicting issues before they could affect performance
- 30% reduction in operational costs leading to new areas of technology investment opportunities
- 70% reduction in operational noise which enabled the IT team to focus on the critical issues that mattered most to the company
- 40% of end-to-end automated resolutions enabled significant savings of time and money by proactive issue identification and decreased resolution time to minutes

Foundation Services

Digital Operations, Digital Experience Management
The Vinci™ | AIOps Platform

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

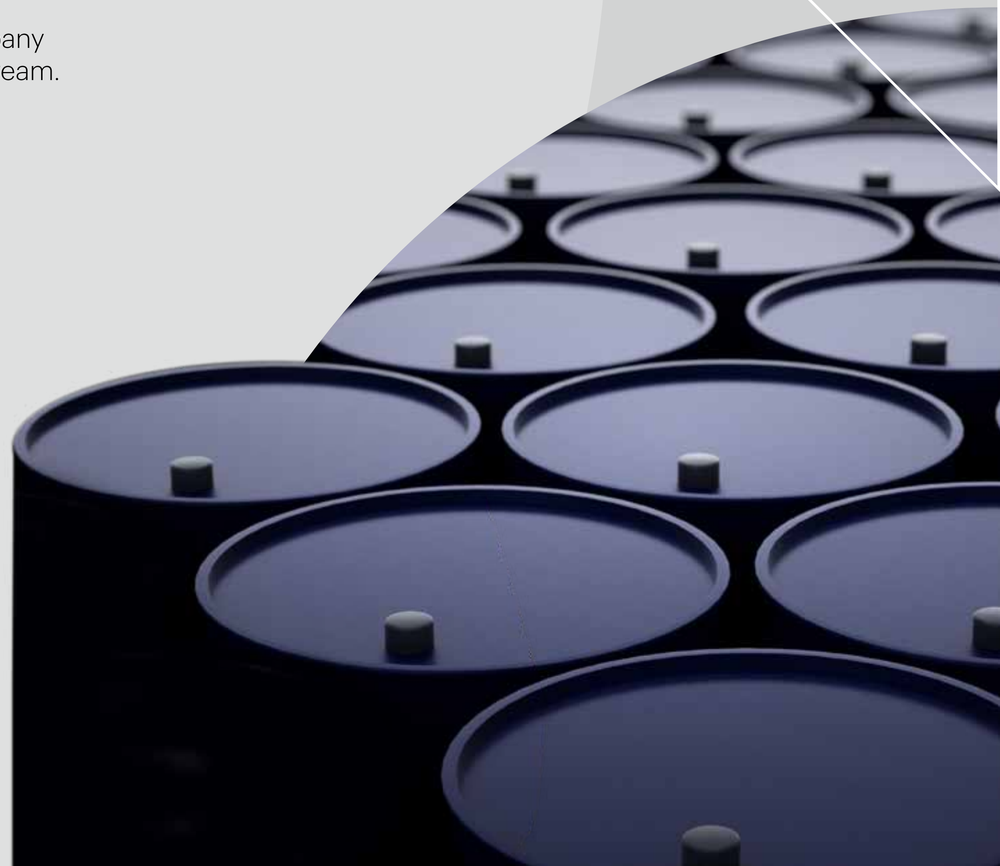
Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | **Digital Infrastructure Transformation** | User Experience Modernization

Enabled a leading energy company to embrace digital innovation for enhanced business growth

Organization Size: **1000** | Country: **UK** | Revenue: **$5 Billion**

The customer is a UK based multinational fully integrated oil and gas company with a strong presence across the value chain, both upstream and downstream.



Overview

Challenges and Goals

Solutions

Business Impact

Foundation Services

Digital Operations, Digital Experience Management, Digital Workplace Services, Digital Enterprise Security

The Vinci™ | Connected Experience

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

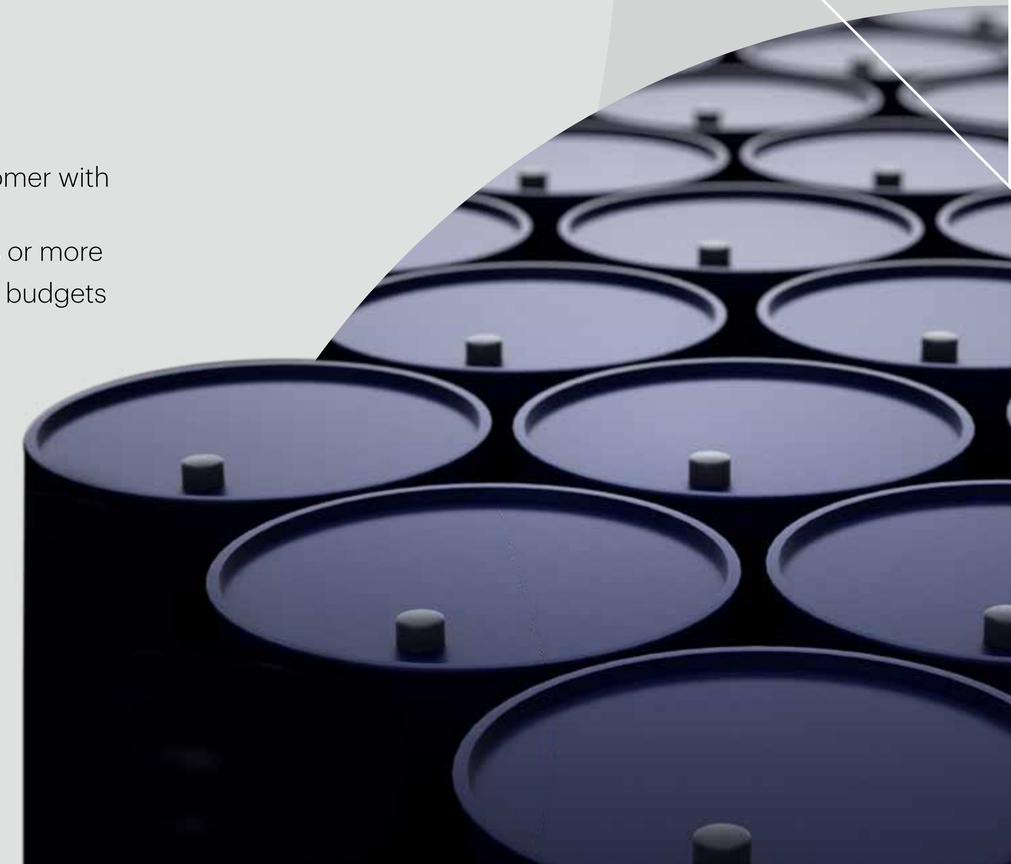
Enterprise System Modernization | IT Operations Transformation | **Digital Infrastructure Transformation** | User Experience Modernization

Enabled a leading energy company to embrace digital innovation for enhanced business growth

The customer wanted to achieve consistent growth by leveraging available technological enhancements and engage a technology partner to help chalk out a roadmap for strategic development.

While striving to achieve their business goals, the customer faced some major challenges:

- Lack of tools to continuously monitor end user experience left the customer with several lost improvement opportunities
- Their struggle with backlogs accumulated for over a period of 6 months or more
- The absence of a structured process framework led to over spilling of IT budgets
- Continuous support, even in non-business hours, was a big challenge



Foundation Services

Digital Operations, Digital Experience Management, Digital Workplace Services, Digital Enterprise Security

The Vinci™ | Connected Experience

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | **Digital Infrastructure Transformation** | User Experience Modernization

Enabled a leading energy company to embrace digital innovation for enhanced business growth

We created a strategy for efficient infrastructure management from Zensar's Digital Foundation Services (DFS) framework. Fundamental tenets of the solution included:

- Storage revamping-migration from legacy storage to NetApp2019
- Revamping-redesigning and implementing of a new Citrix farm for enhanced experience.
- Implementing Fortinet for enhanced VPN services
- Deploying end user Computing (EUC) Services - OS image deployment, Kiosk management, application packaging and virtualization
- Implementing and supporting of WAN (Internet & MPLS)
- Integrating ServiceNow with LitmusWorld for customer experience management
- Implementing ServiceNow, adapting the ITIL Framework, automated the onboarding process for users
- Facilitating 365 migration from legacy exchange environment to exchange online
- 24 x 7 service desk services
- Unified Communications: Cisco Teams, Webex, Jabber and Vodafone and VOIP

Foundation Services

Digital Operations, Digital Experience Management, Digital Workplace Services, Digital Enterprise Security

The Vinci™ | Connected Experience

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

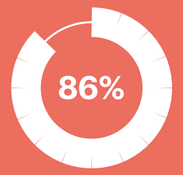
Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

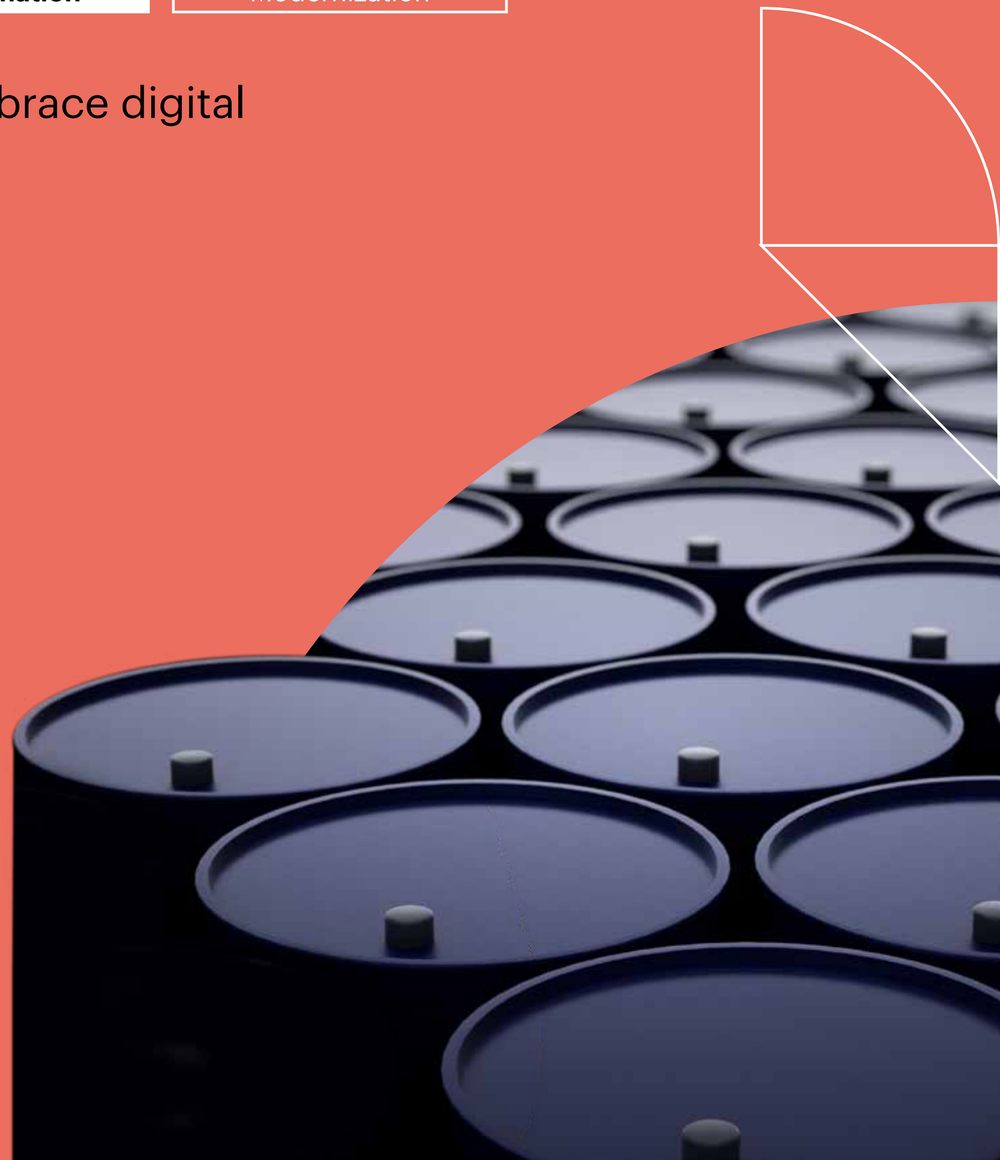
Enterprise System Modernization | IT Operations Transformation | **Digital Infrastructure Transformation** | User Experience Modernization

Enabled a leading energy company to embrace digital innovation for enhanced business growth



Satisfied users with 100% visibility

- End user CSAT at par with industry
- Continuous 24x7 support
- Significant savings in OPEX



Foundation Services

Digital Operations, Digital Experience Management, Digital Workplace Services, Digital Enterprise Security

The Vinci™ | Connected Experience

© Zensar Technologies, 2021 |

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | **User Experience Modernization**

Modernized the global application user experience for a scientific solutions company

Organization Size: **14130** | Country: **USA** | Revenue: **$22.08 Million**

The client is a global science and specialty chemicals company, and a leader in sustainable technologies, that applies cutting-edge science and chemistry to create solutions.

Overview

Challenges and Goals

Solutions

Business Impact

Experience Services, Application Services
DevOps

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

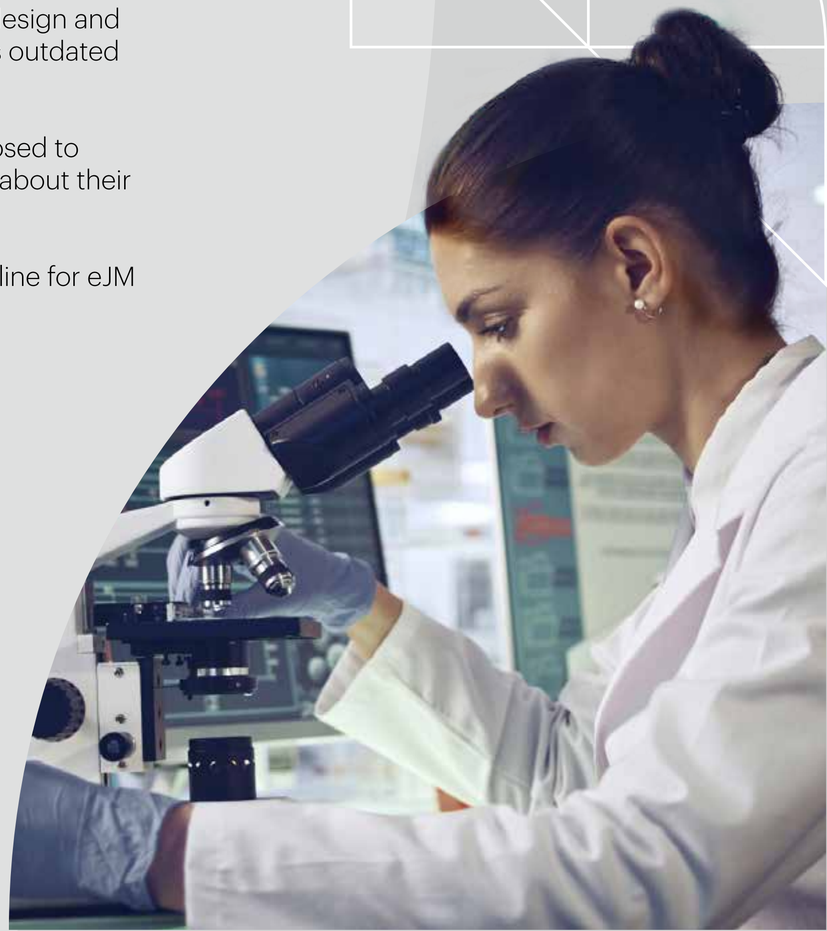
Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | **User Experience Modernization**

Modernized the global application user experience for a scientific solutions company

The client required a complete overhaul of its application design at the global level. The design and look of the global application pages like login, profile and reset password screens etc was outdated and the client wanted a completely fresh look.

The security measures in the current application were obsolete, and the system was exposed to potential threats via google hacking method, sql injection etc. So, the clients information about their cutting edge technology was also at risk.

In addition, the performance of the metal trading account system was poor and the baseline for eJM application was not in place.



Experience Services, Application Services
DevOps

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

Overview

Challenges and Goals

Solutions

Business Impact

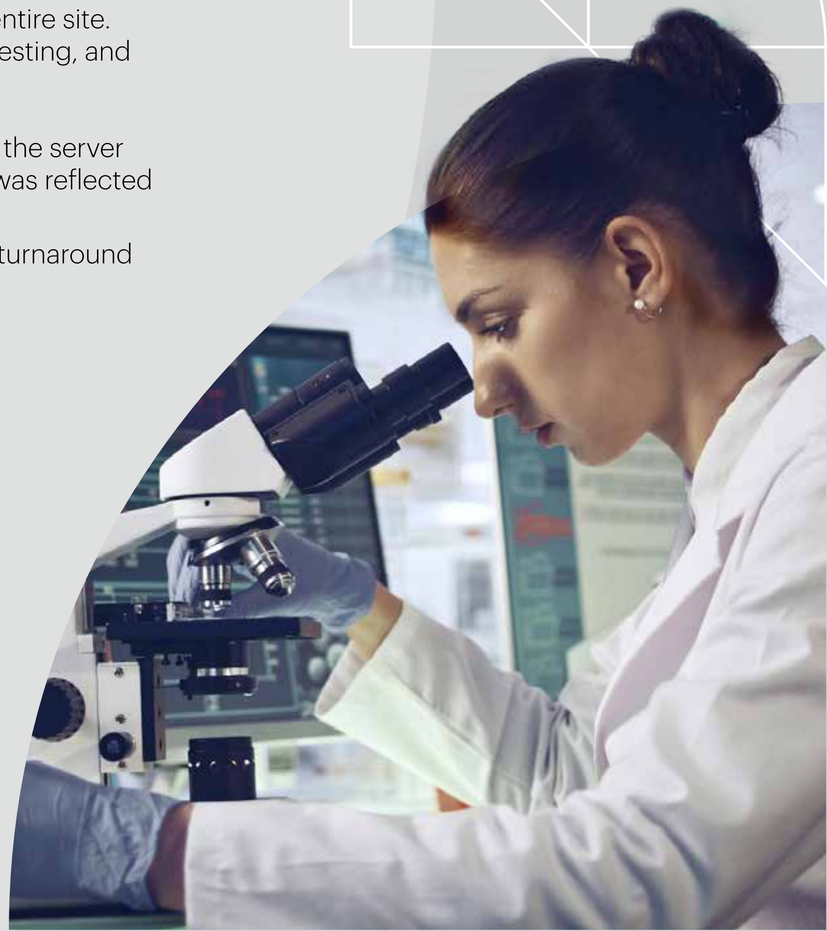
Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | **User Experience Modernization**

Modernized the global application user experience for a scientific solutions company

We rolled out a completely new design for the client, including a new desktop UI for the entire site. The security vulnerabilities in the site were identified in the vulnerability and penetration testing, and appropriate fixes were performed apart from other solution roll outs like:

- Optimizing the code routine to improve the performance of the system and optimizing the server configuration to serve the requests faster. The effective productivity and performance was reflected in the high sprint velocity of our team.
- Automating the entire application testing and implementing DevOps to accelerate the turnaround time to deliver any business-critical change.



Experience Services, Application Services
DevOps

Electronics

Semiconductor

Hi-Tech

Med-Devices

Manufacturing

- Overview
- Challenges and Goals
- Solutions
- **Business Impact**

Inventory Optimization | Enabling Global Automation | Redesigned Sales Process | Process Efficiency Improvement | Modernized Digital Experience

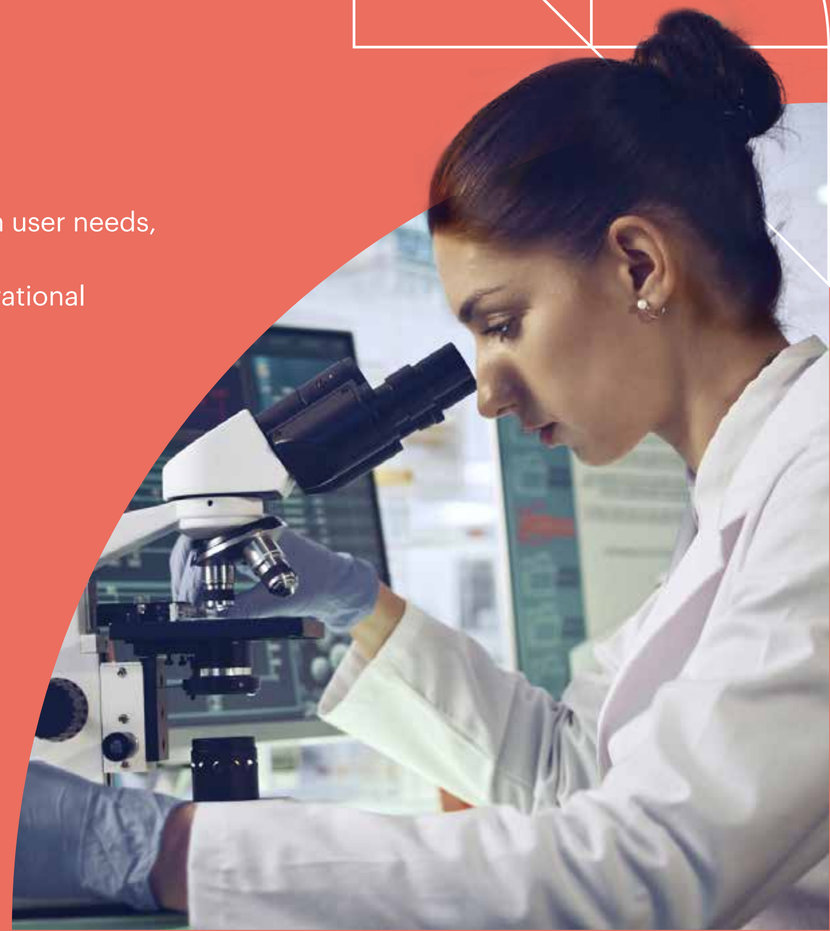
Enterprise System Modernization | IT Operations Transformation | Digital Infrastructure Transformation | **User Experience Modernization**

Modernized the global application user experience for a scientific solutions company

Site pages saw an improvement in page response time

- Entire eJM site reskinned resulting in an intuitive, task-oriented experience based on user needs, as well as a modern, sleek look and feel
- 500% increase in eJM concurrent users; from a baseline of 40 to 200, creating operational efficiencies for client servicing

Experience Services, Application Services
DevOps



© Zensar Technologies, 2021 |

zensar

An RPG Company

We conceptualize, build, and manage digital products through experience design, data engineering, and advanced analytics for over 130 leading companies. Our solutions leverage industry-leading platforms to help our clients be competitive, agile, and disruptive while moving with velocity through change and opportunity.

With headquarters in Pune, India, our 10,000+ associates work across 33 locations, including San Jose, Seattle, Princeton, Cape Town, London, Singapore, and Mexico City.

For more information please contact: **velocity@zensar.com | www.zensar.com**