

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





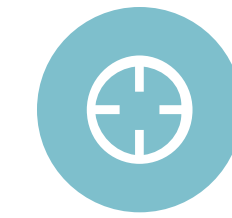
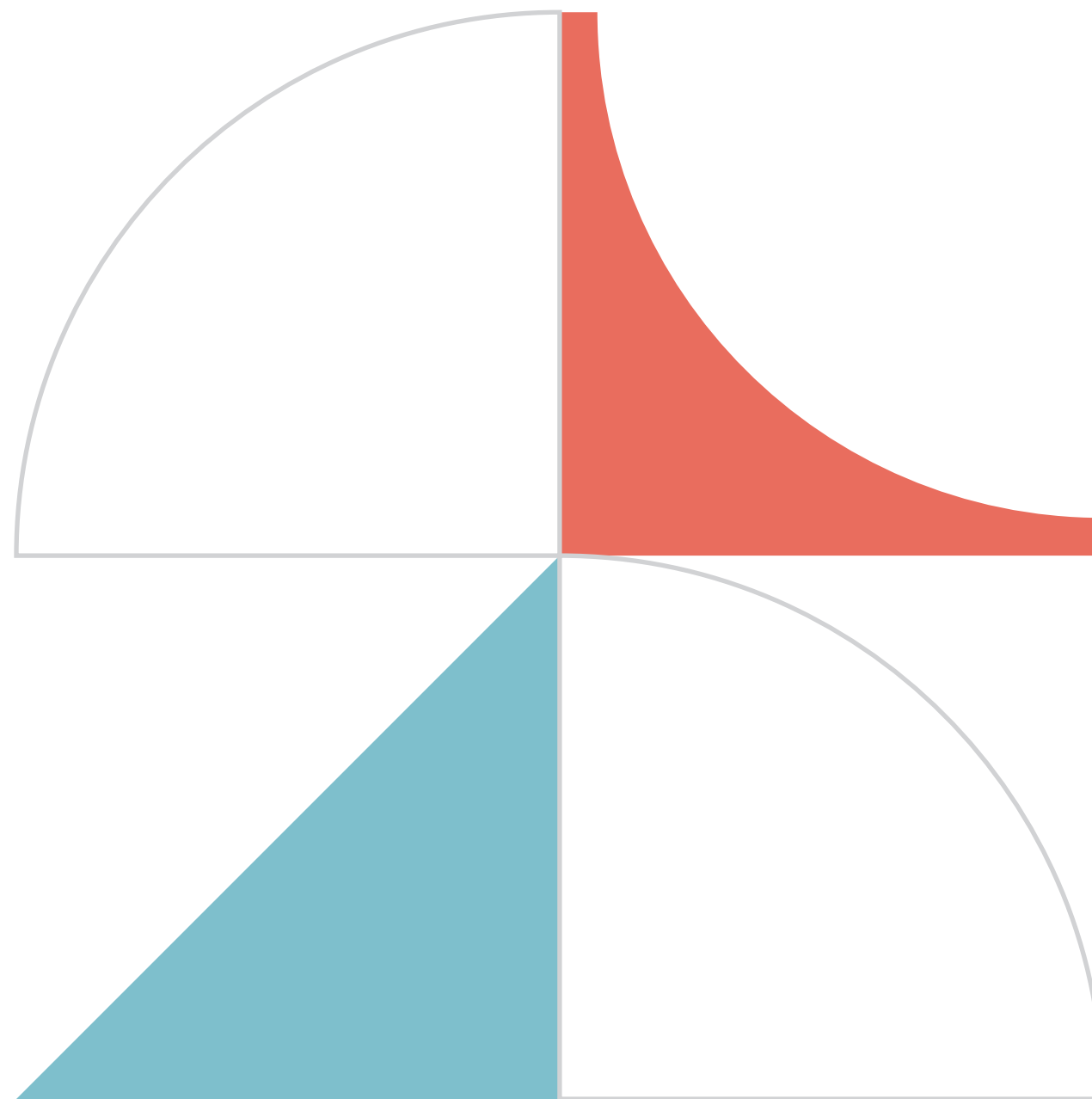
## Overview

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.

Organization Size: **27000**

Country: **USA**

Revenue: **\$25 Billion**



## Challenges and Goals

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.



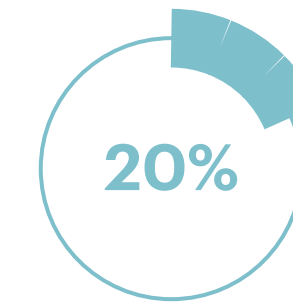
## Solutions

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.



## Business Impact

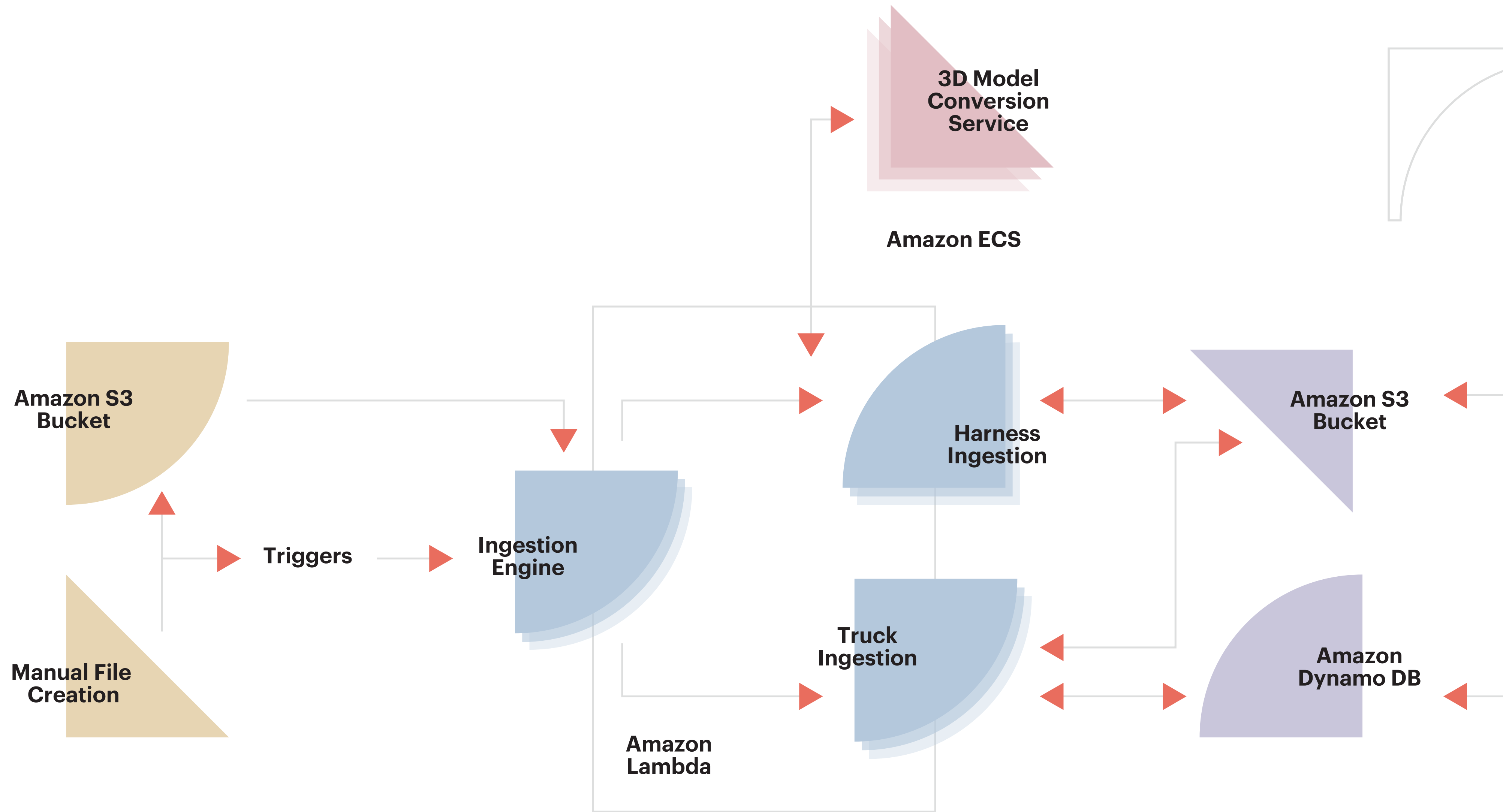


Faster go live time for new products

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



# Middleware Architecture



# zensar

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