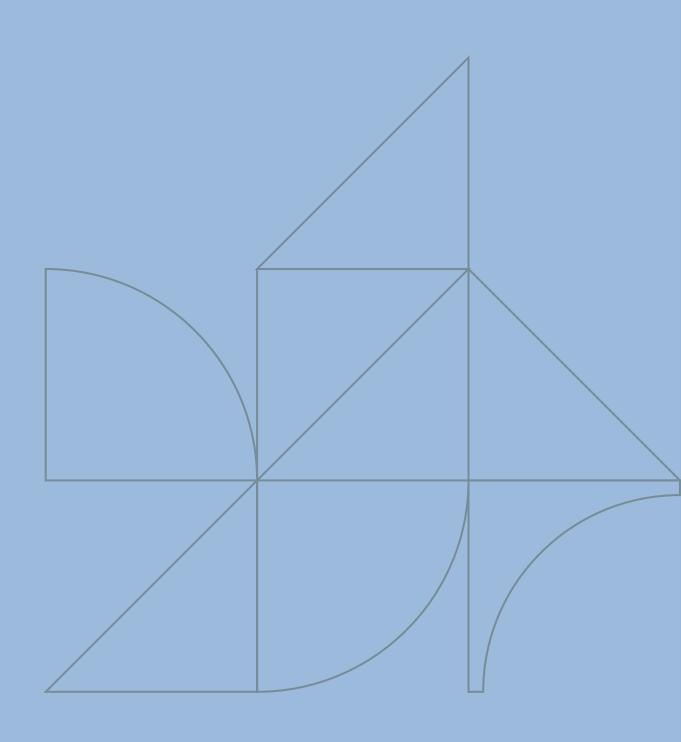


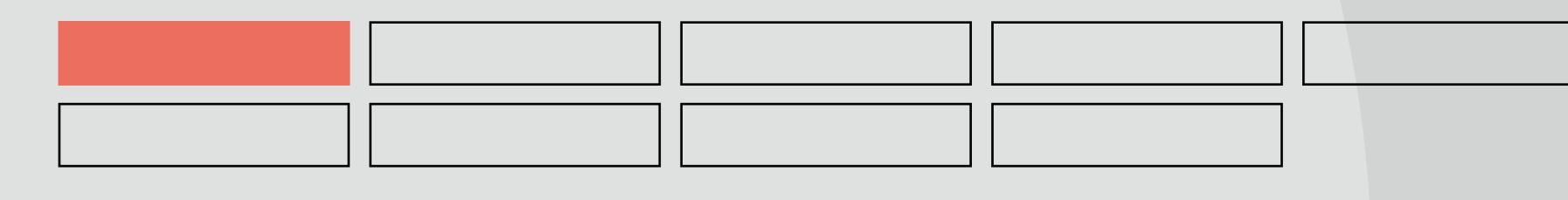
HTM Vision Triad

Enabling Organizations to be Enterprise 4.0

- Imagine
- Design
- Engineer
- Accelerate

Business Management Solutions System of Engagement (ERP, CRM, SCM, EPM & HCM) With software Imovate Connect+ **Associate** Experience Sustain + Assure + **O** Deliver Superior Experience, faster **Connected Operations** Me2E System of Records System of Innovation (Cloud, Data & Automation) (Modern Experience to Engineering) BIG DATA Adobe Infinity CRO





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.









Oracle Application Services

Oracle i-Expense | Power BI

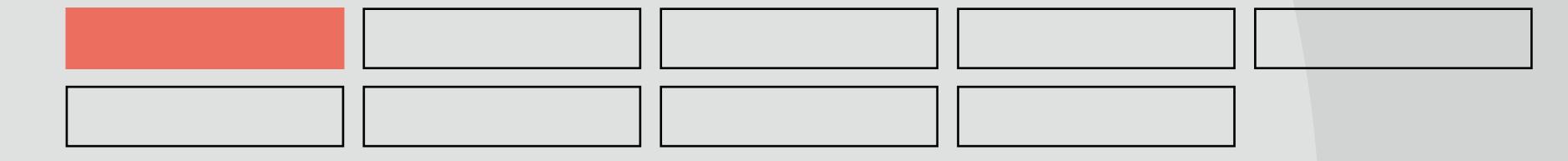






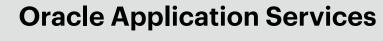






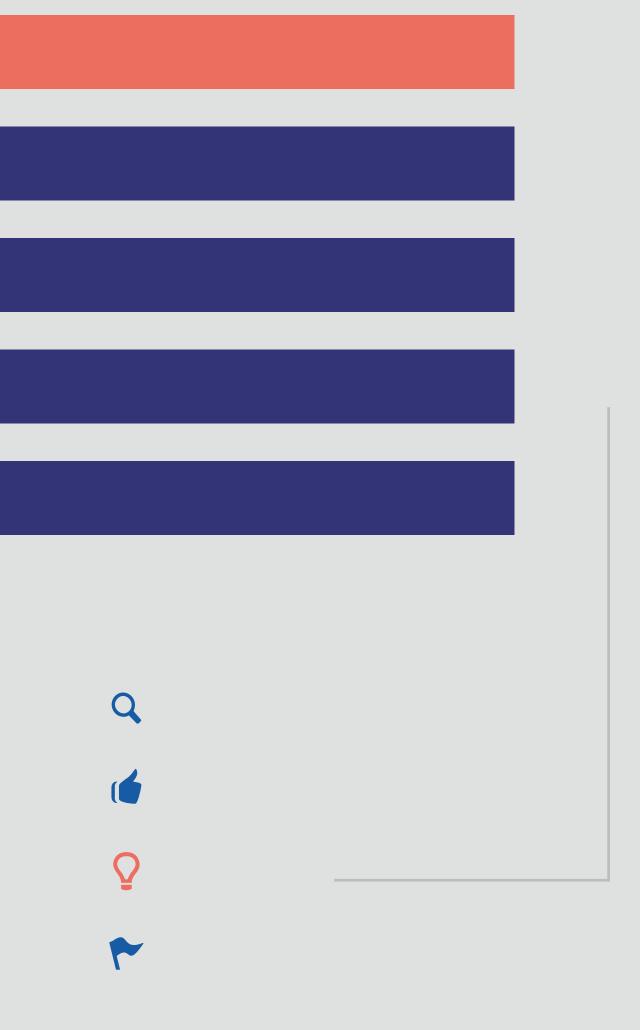
The client had a fragmented tools sprawl and was operationally ineffective. A unified business solution was required to help capitalize on new market opportunities and generate enterprise value. Some client objectives were:

- 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 i-Expense Power BI





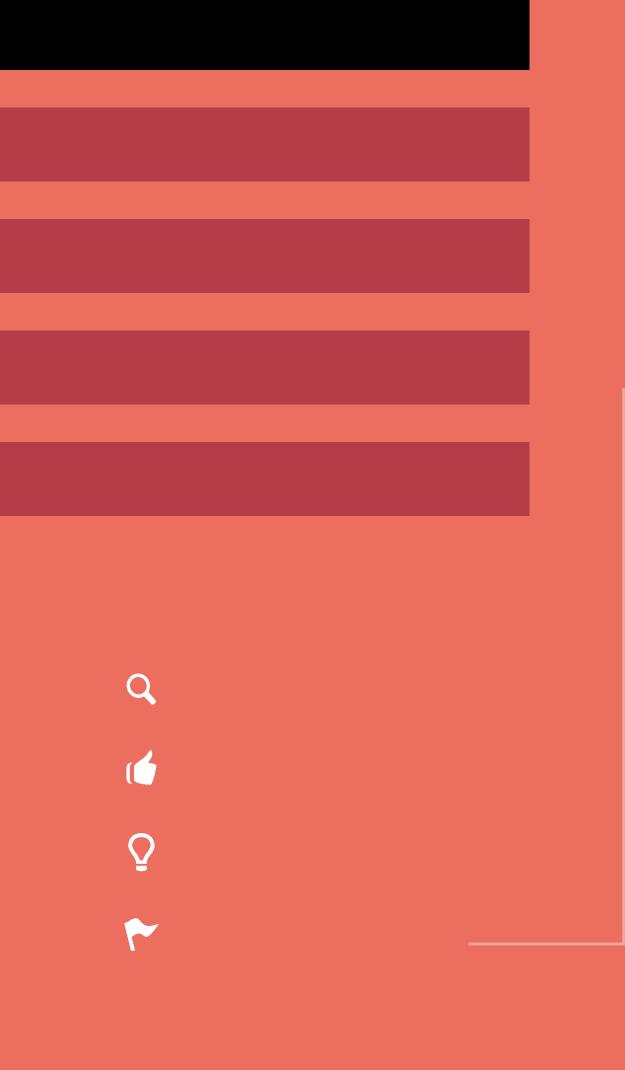
Our experts assessed the tools, processes and compliances associated with the client's Business Solutions software. We integrated this software with Global One unified Instance in Oracle EBS 12.2.6. Our efforts focused on:

- 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

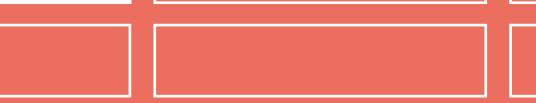
Oracle Application Services

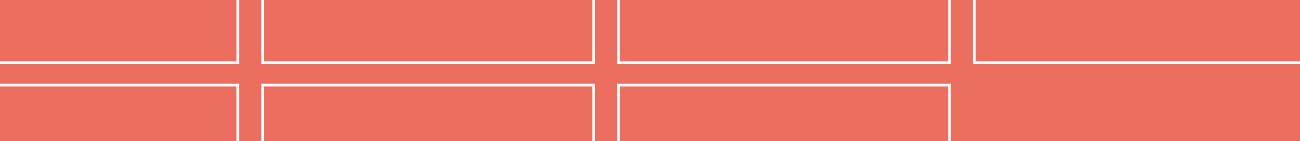
Oracle i-Expense Power BI













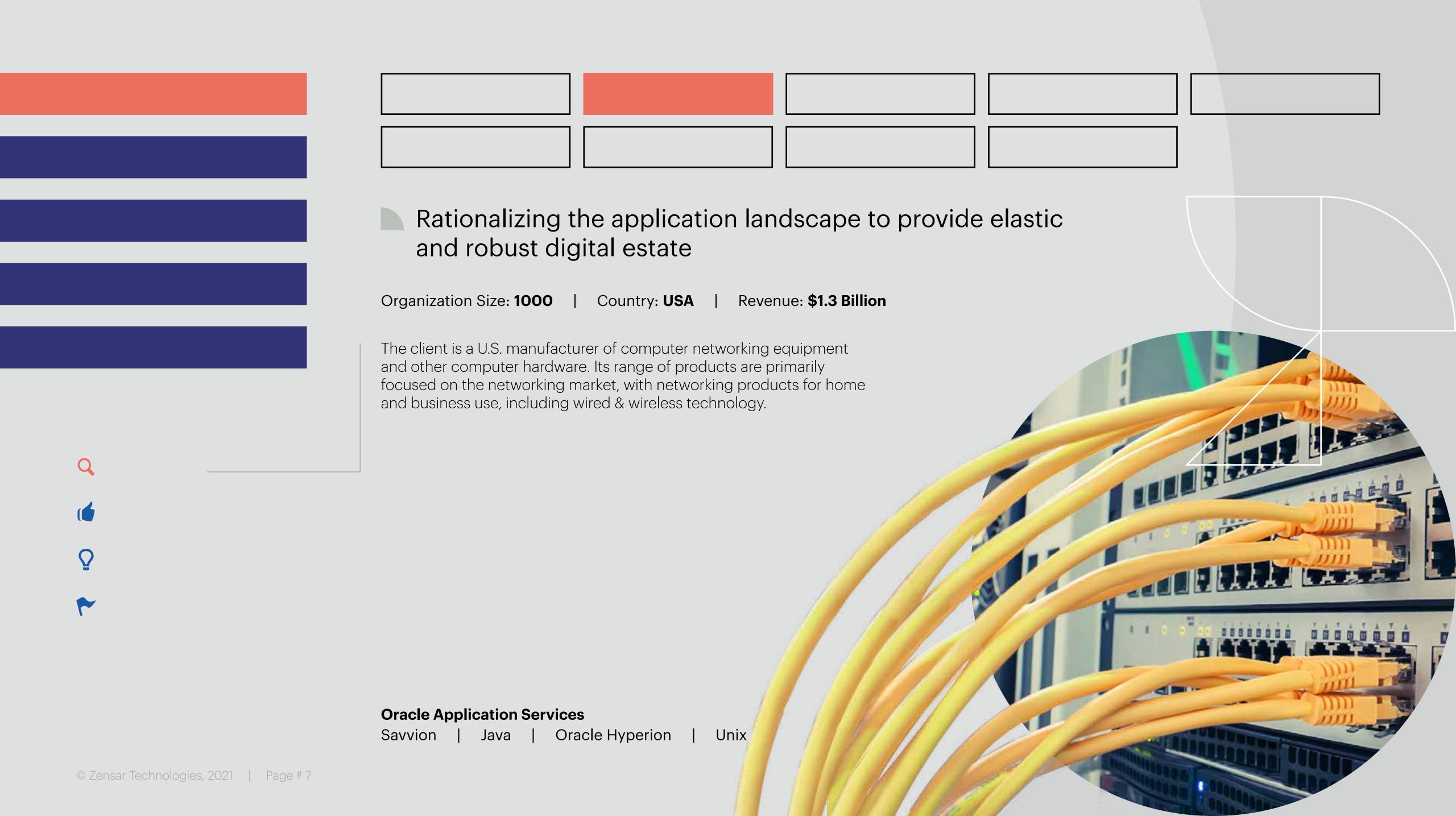
Performance improvement on ETL execution

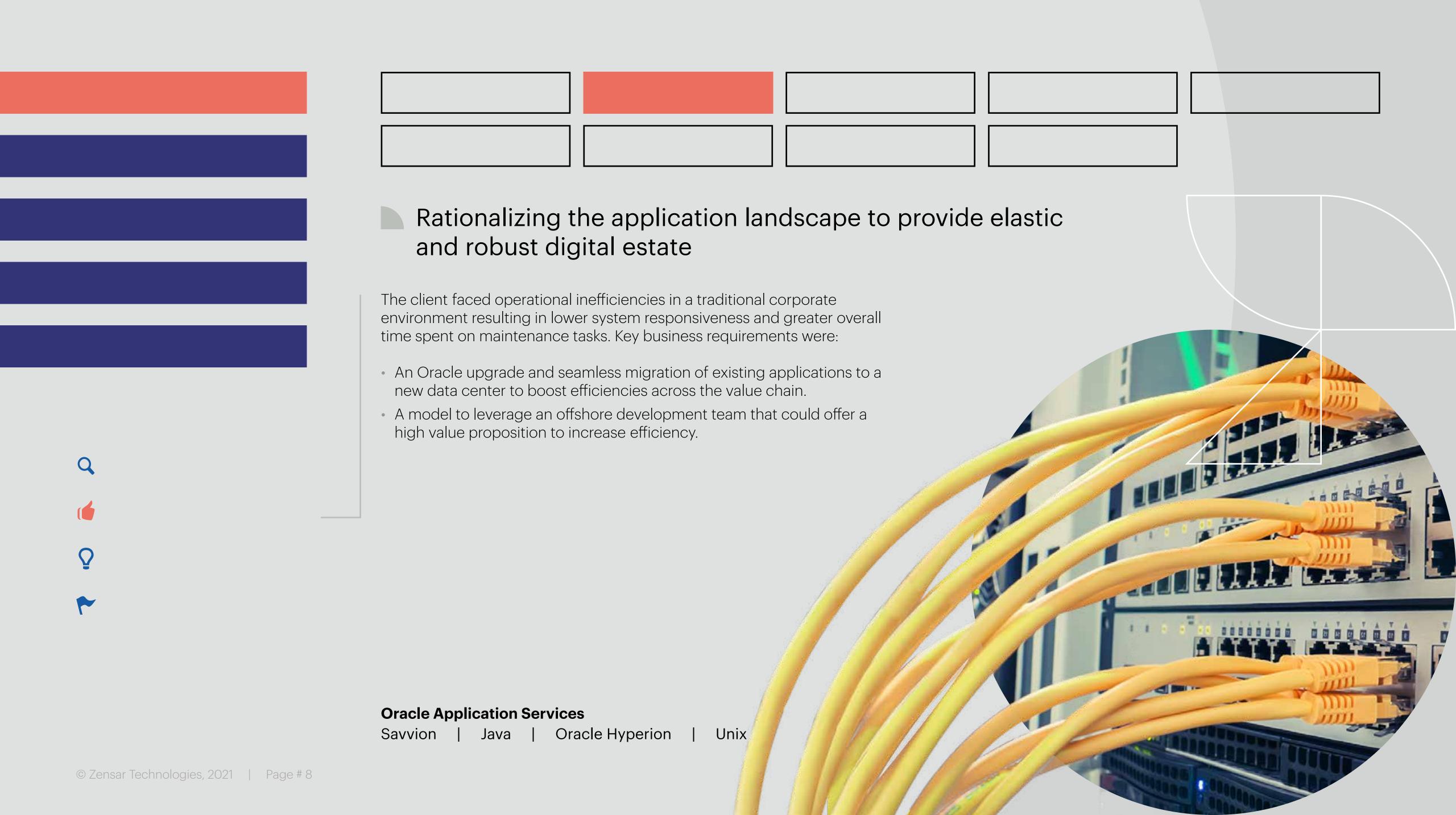
- Risk-free upgrades with reduced efforts, scheduling time, and reduced costs by at least 45%
- 600+ impacted OBI ETL Objects
- 30 EBS Modules, 1600+ OBIA Reports, 60+ Boundary Systems
- 10,000+ Impacted CEMLI's, 6000+ Test Cases, 100+ Oracle Patches

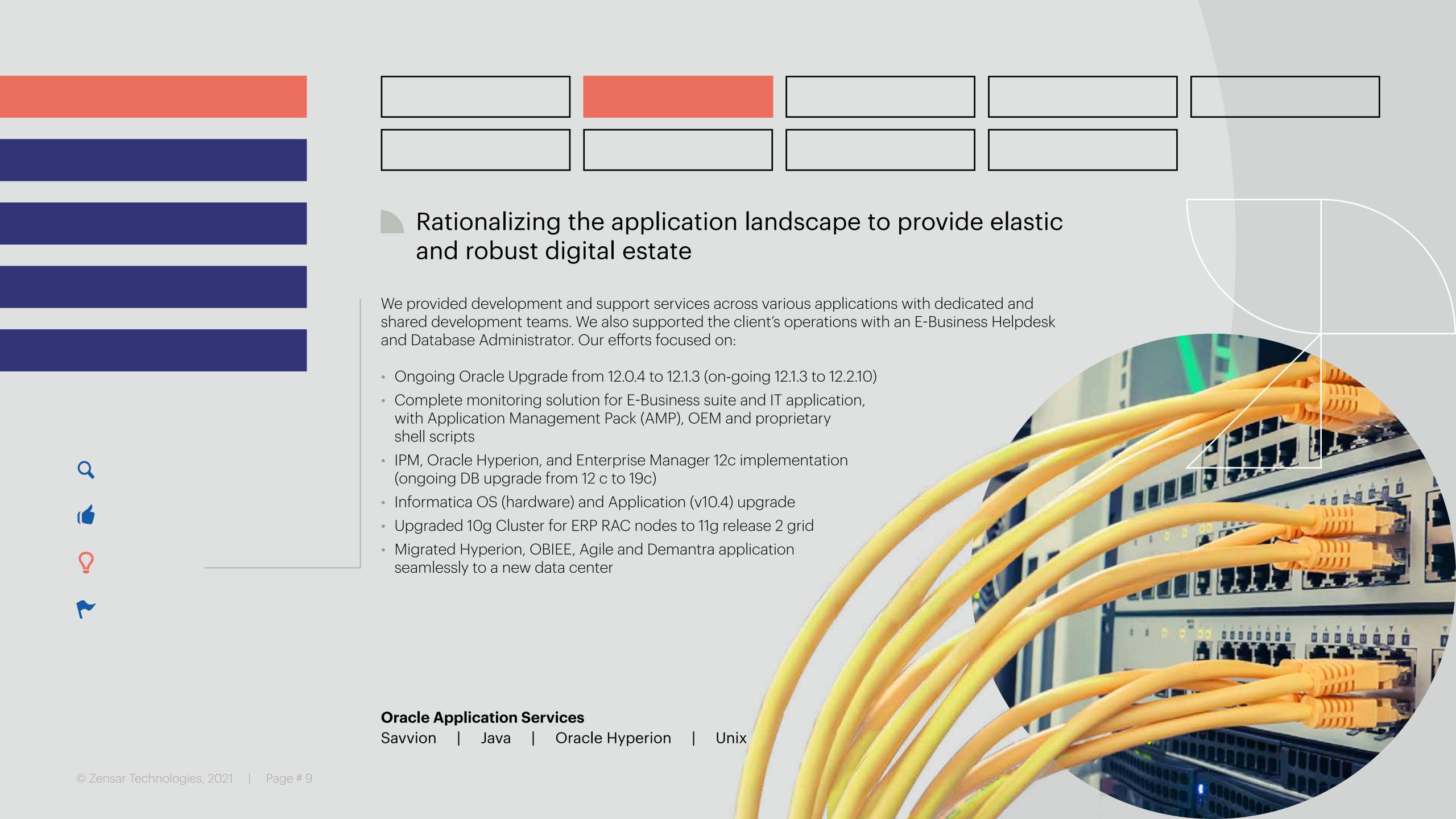


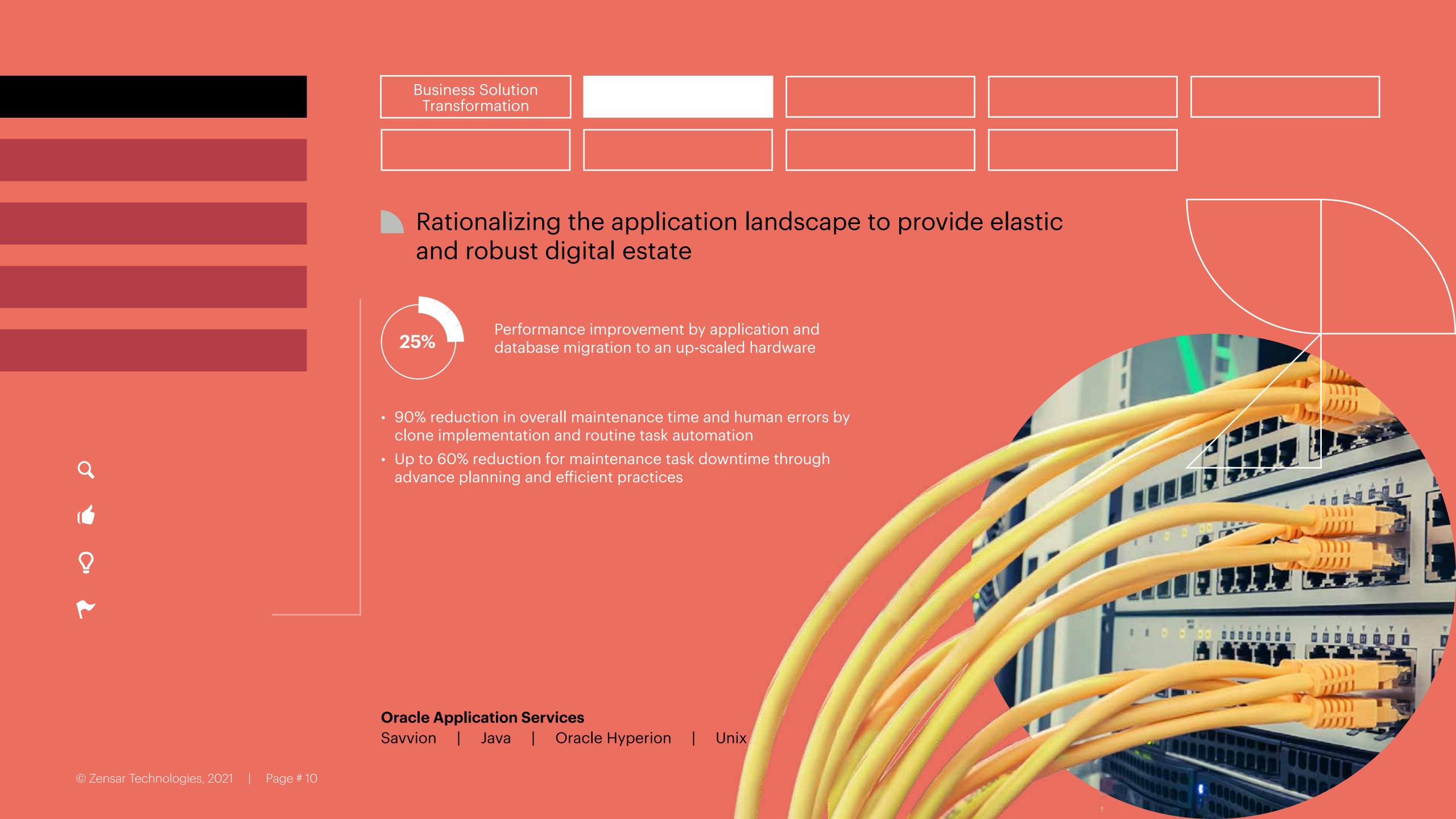
Oracle Application Services

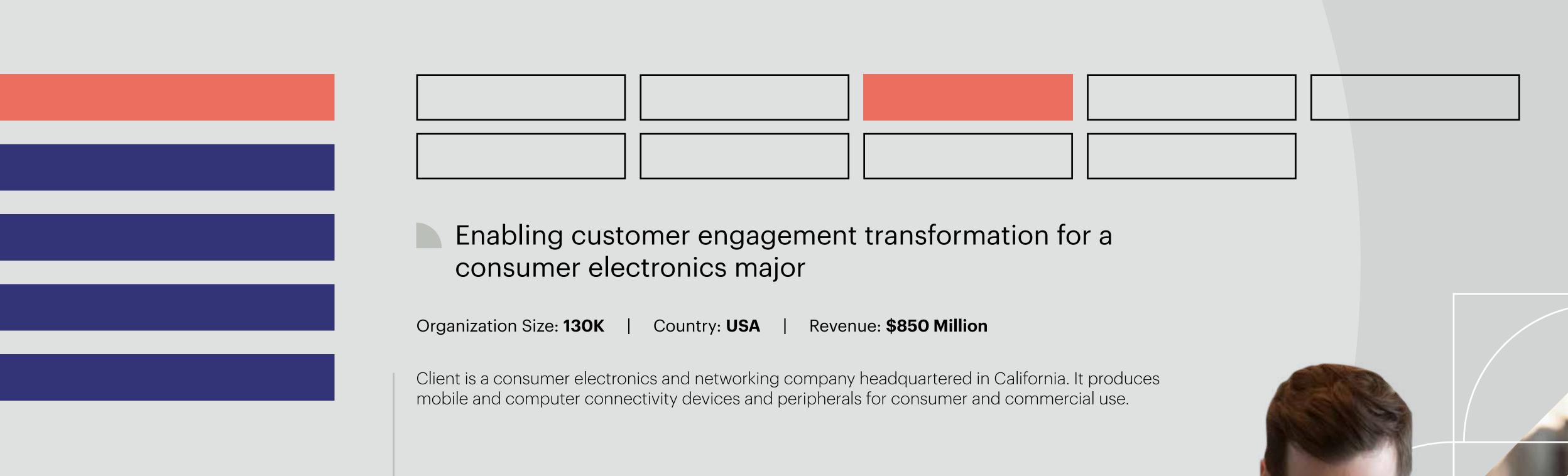
Oracle i-Expense | Power BI















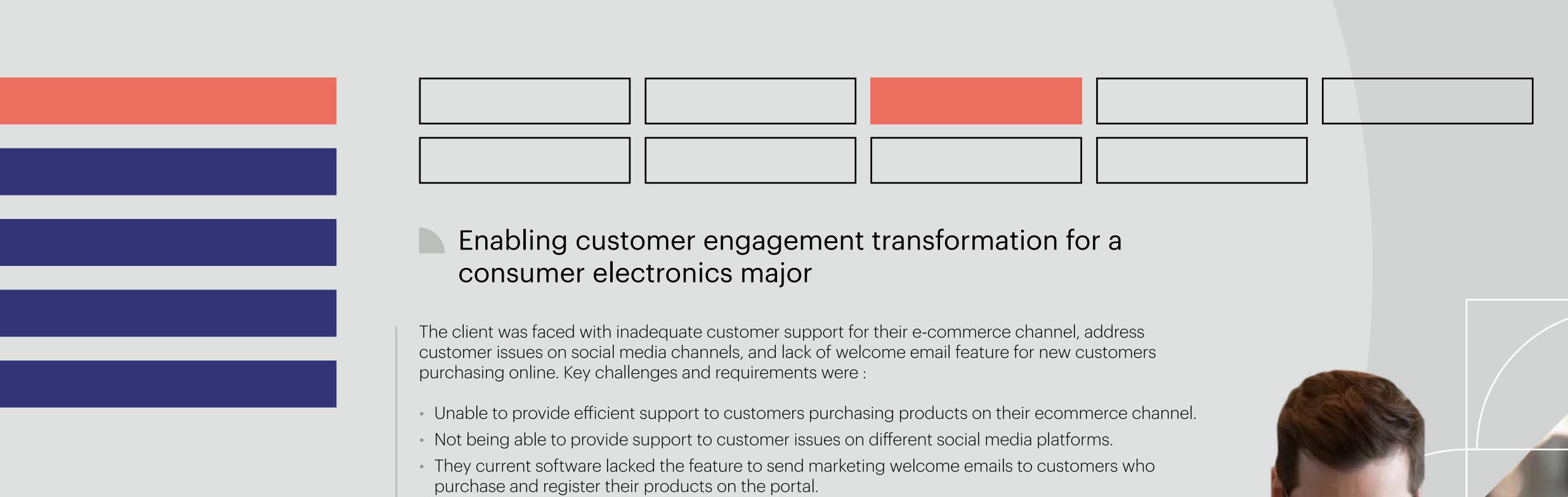






Automation Studio | Salesforce Marketing Cloud





• The client needed a digitalized and personalized customer engagement process to maintain high





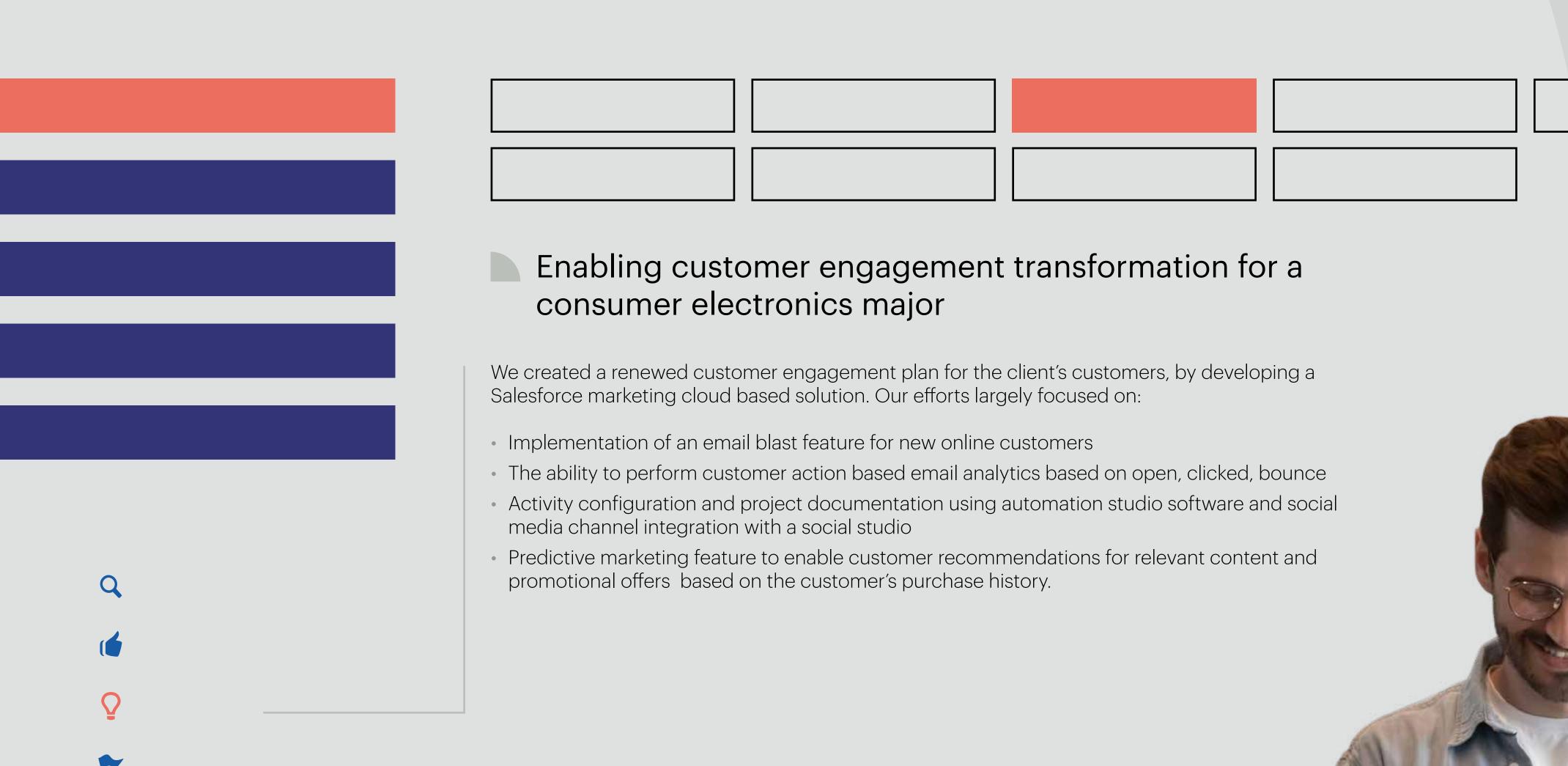




SFDC Application Services

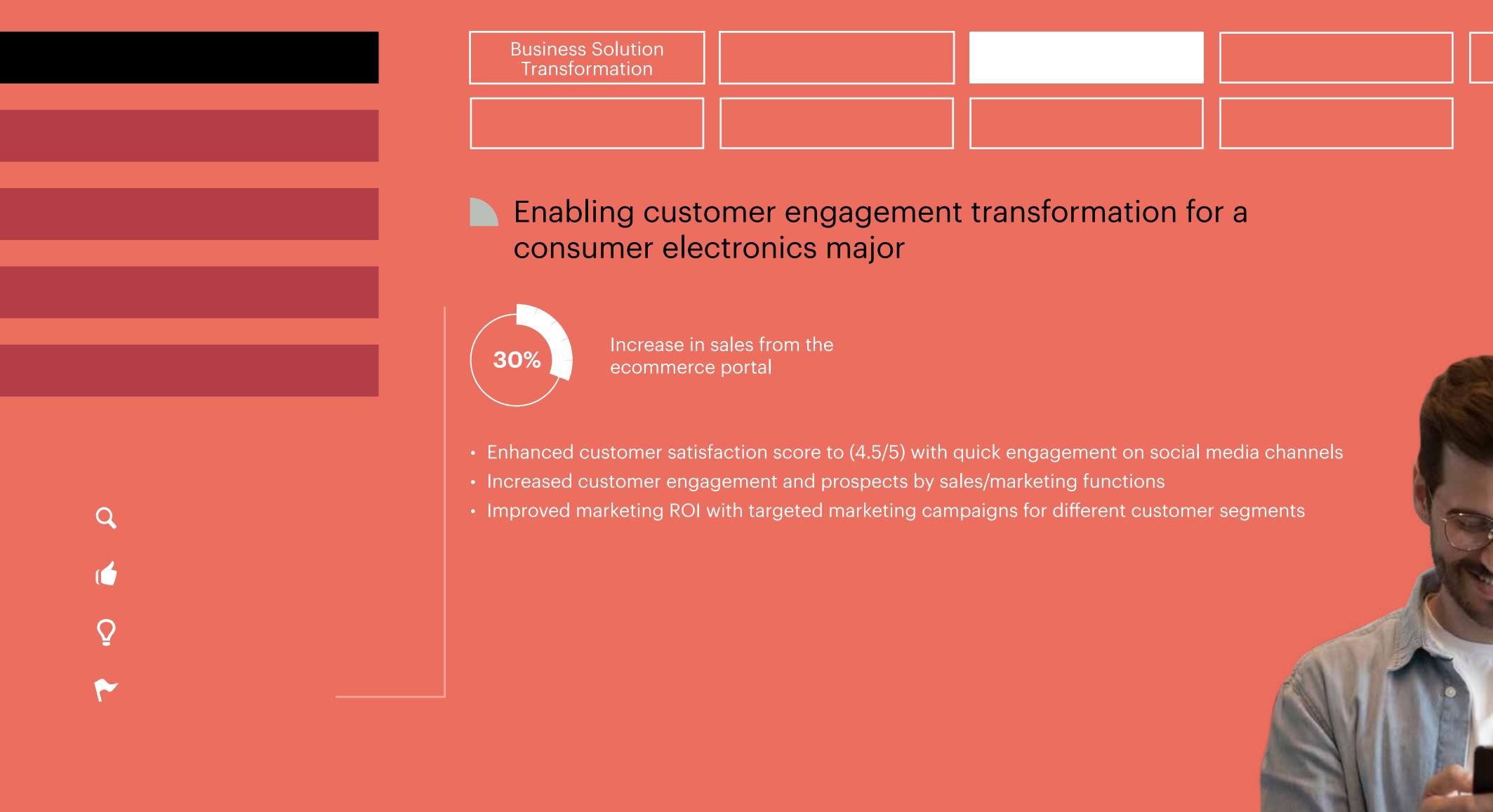
levels of customer satisfaction.

Automation Studio | Salesforce Marketing Cloud



SFDC Application Services

Automation Studio | Salesforce Marketing Cloud



SFDC Application Services

Automation Studio | Salesforce Marketing Cloud

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.



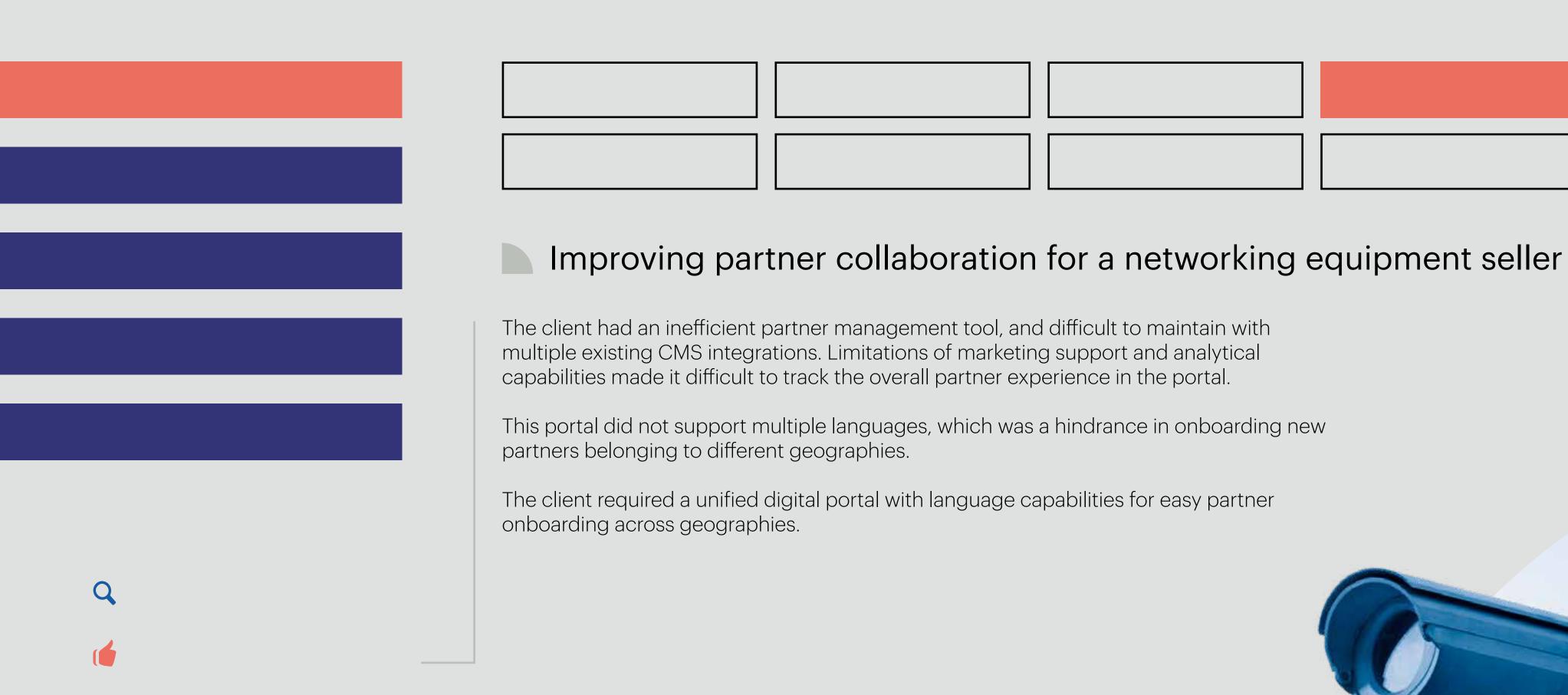






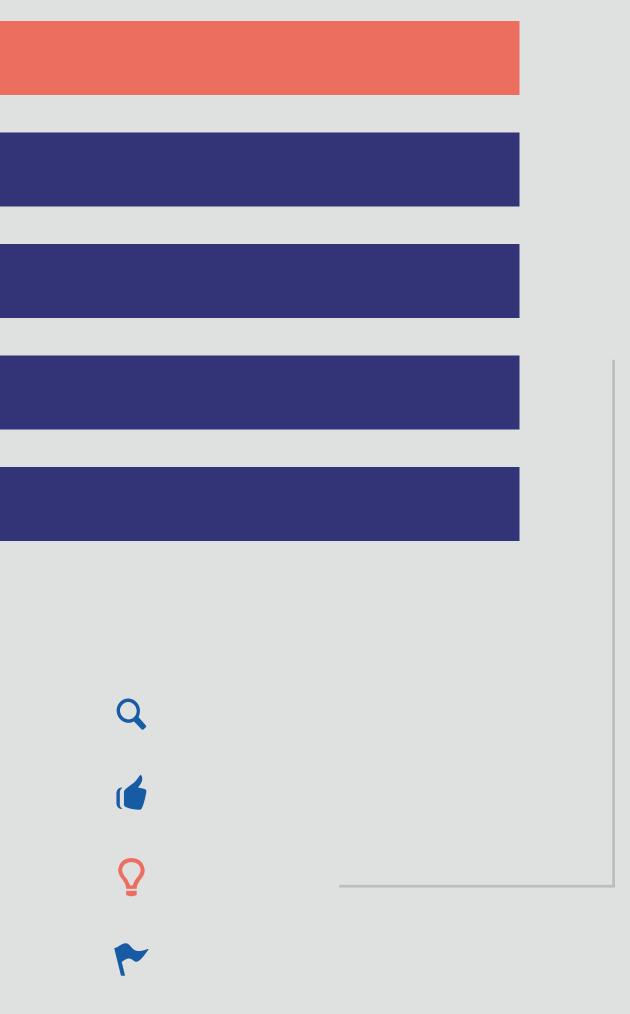
Salesforce Sales Cloud Salesforce Experience Cloud

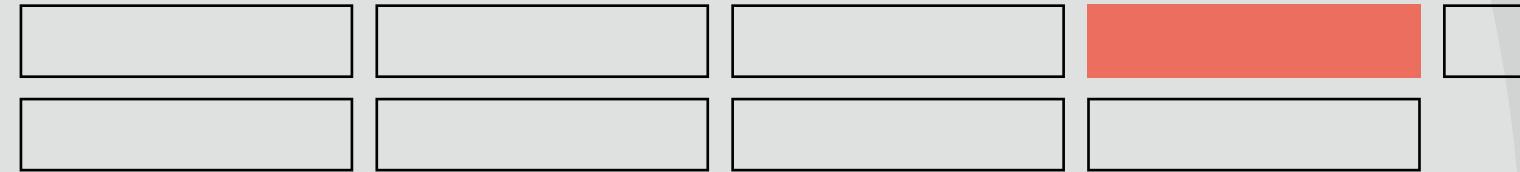






Salesforce Experience Cloud Salesforce Sales Cloud





Improving partner collaboration for a networking equipment seller

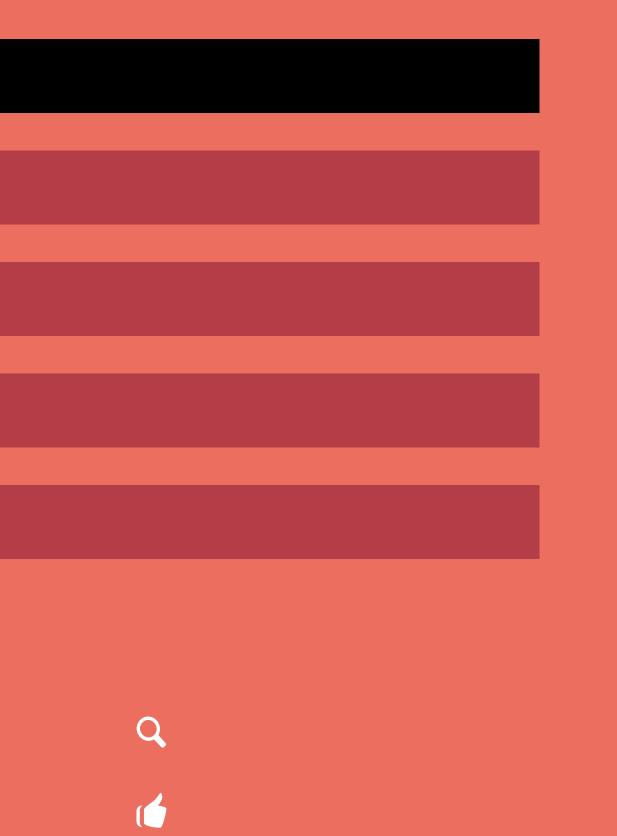
We completely redesigned the client partner portal from a static informational site, to a dynamic lead generation and business platform. Our efforts largely focused on:

- 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 Experience Cloud Salesforce Sales Cloud



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

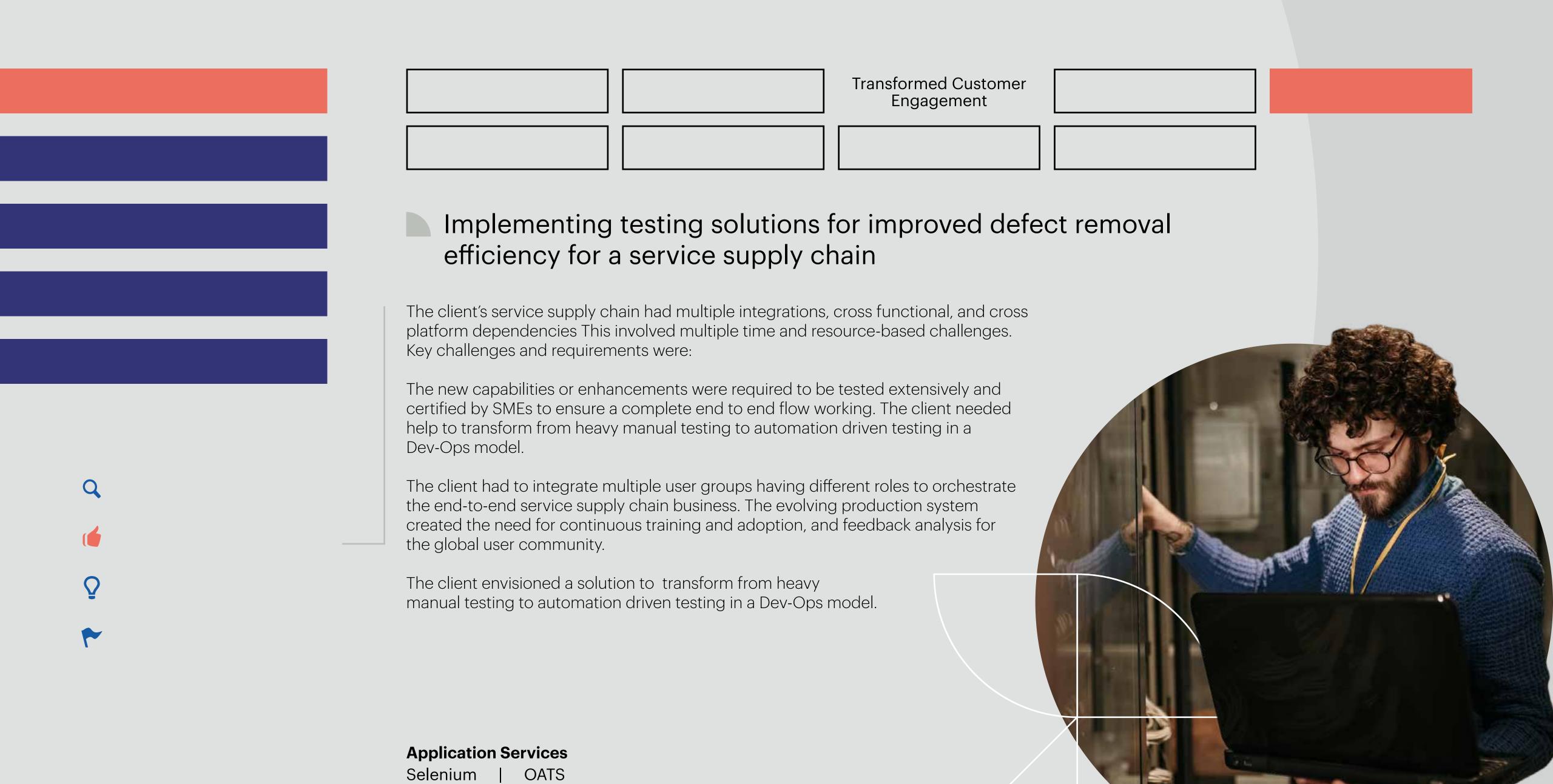


SFDC Application Services

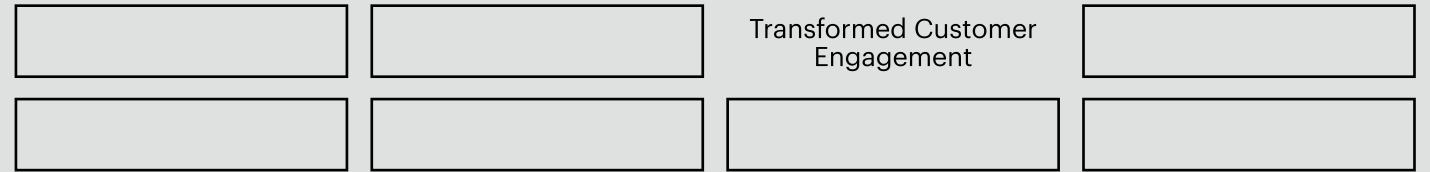
Salesforce Sales Cloud | Salesforce Experience Cloud

	Transformed Customer Engagement
	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.
Q	
Ō	

Application Services Selenium | OATS



Implementing efficiency for
We conducted a joint Ard execution from two differ Apps. Our efforts largely
 Building a Java portal to dashboard with summate and the summate of section and the summate of the
 Defect management and defects, saving long te User experience and use business users and adhin short sprint cycles



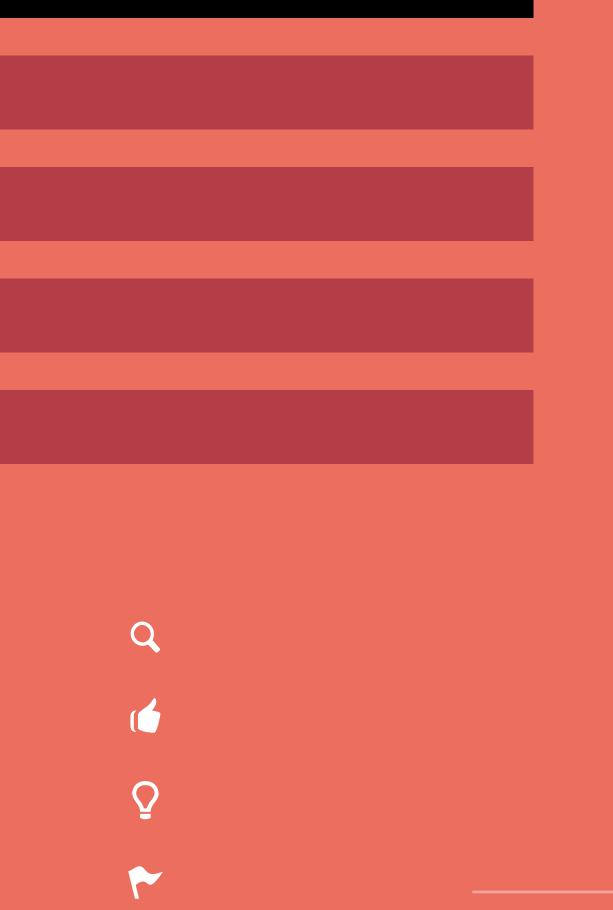
ng testing solutions for improved defect removal r a service supply chain

chitecture Review of the framework, that would enable rent testing tools-Selenium for Pega and OATS for Oracle focused on:

- o execute both these tools on a single click, as well as a ary report and logs for each execution
- rvices including but not limited to: scrum testing, SIT, E2E utomation, data mining through utility tool and realtime daily by Zensar IP "ADORE"
- nd issue prioritization, for quick resolution of production rm support cost
- ser adoption by establishing a close partnership with nering to testing best practices even



Application Services Selenium | OATS



Business Solution Transformation

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



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



Application Services Selenium | OATS









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.











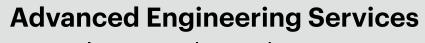




Reimagined the global supply chain for a Fortune 50 client to maximize enterprise level efficiency

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.



ZenFulcrum | AI/ML



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

ZenFulcrum | AI/ML



Business Solution Transformation

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

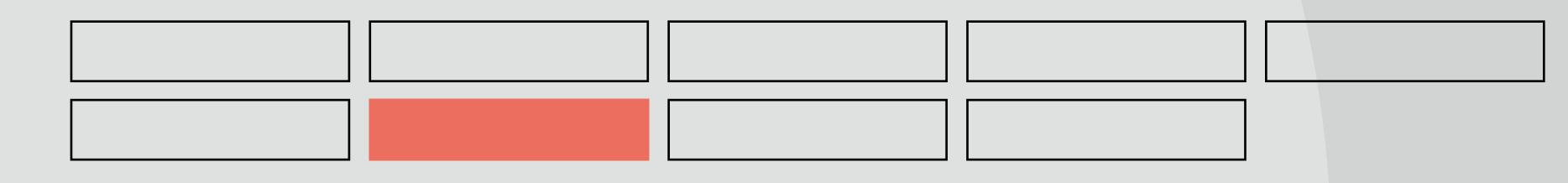


Drop in partner on-boarding time

- 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







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

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

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.





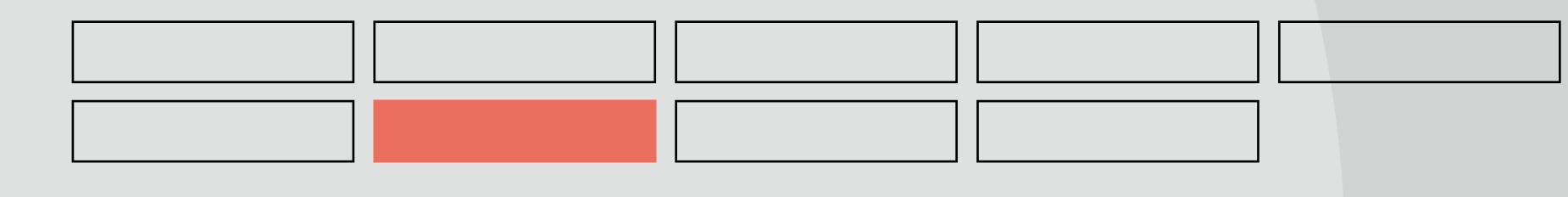






Data Engineering and Analytics

Oracle Database 11 Snowflake Tableau SAP Business Objects



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.





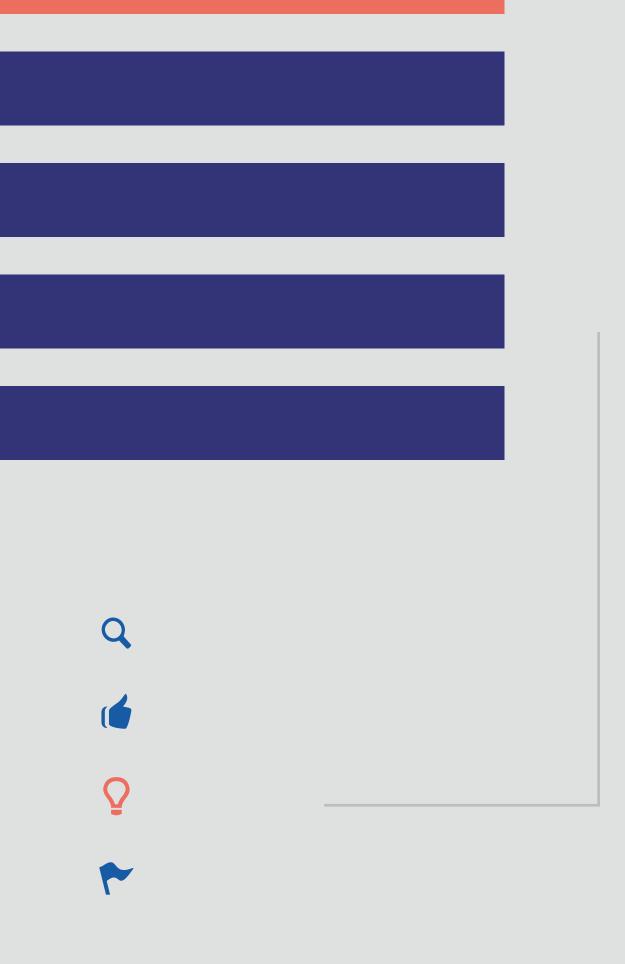


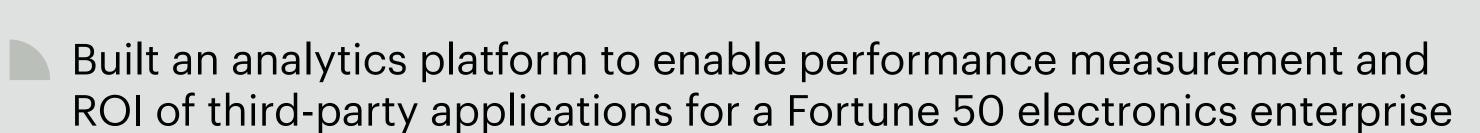




Oracle Database 11 Snowflake Tableau SAP Business Objects







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.

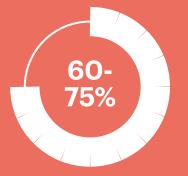


Data Engineering and Analytics

Snowflake | Oracle Database 11 | Tableau | SAP Business Objects

Business Solution Transformation

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

"

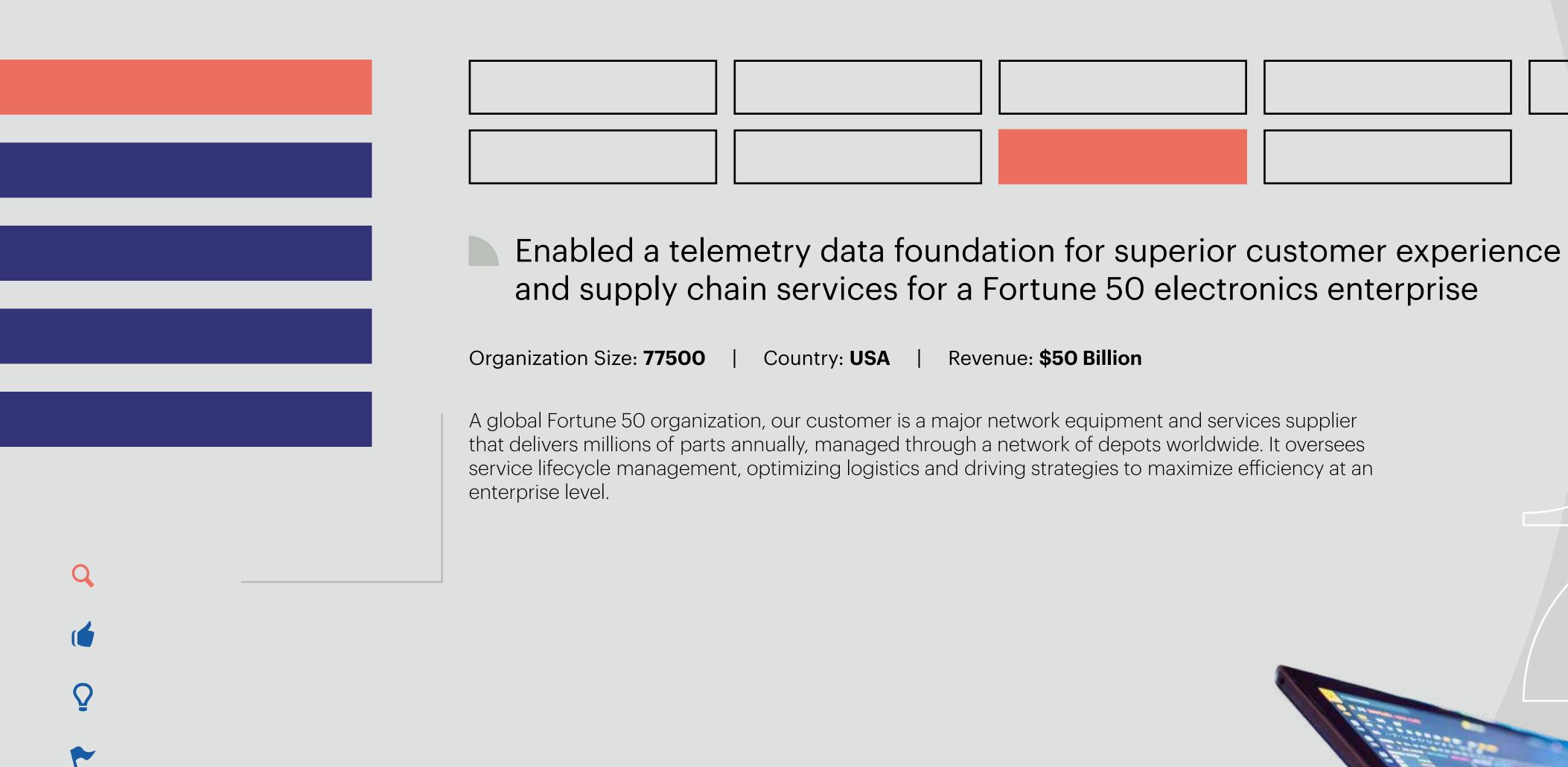
Data Engineering and Analytics

Snowflake | Oracle Database 11 |

Tableau |

SAP Business Objects





Scala |

Spark





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

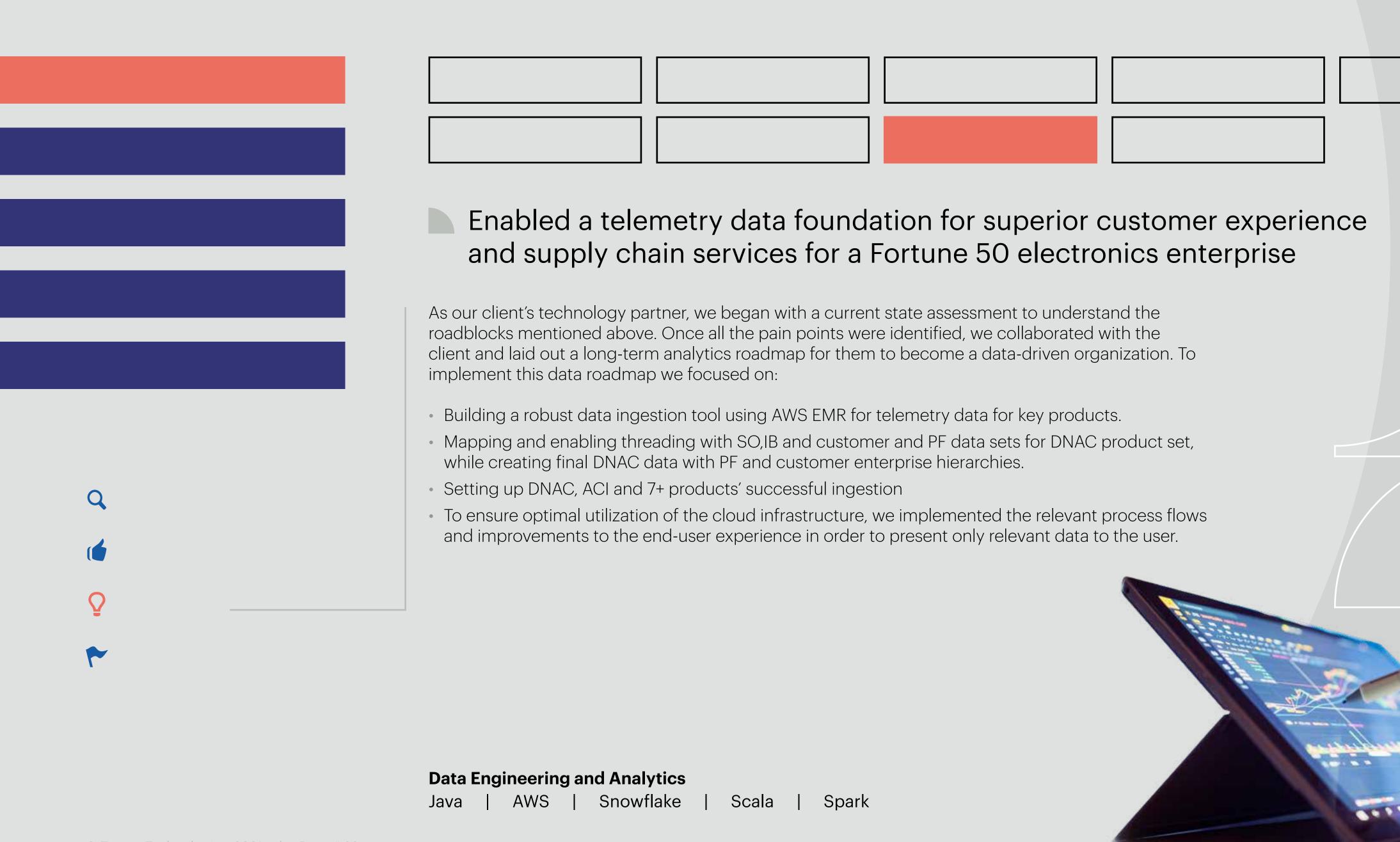
Enabled a telemetry data foundation for superior customer experience and supply chain services for a Fortune 50 electronics enterprise

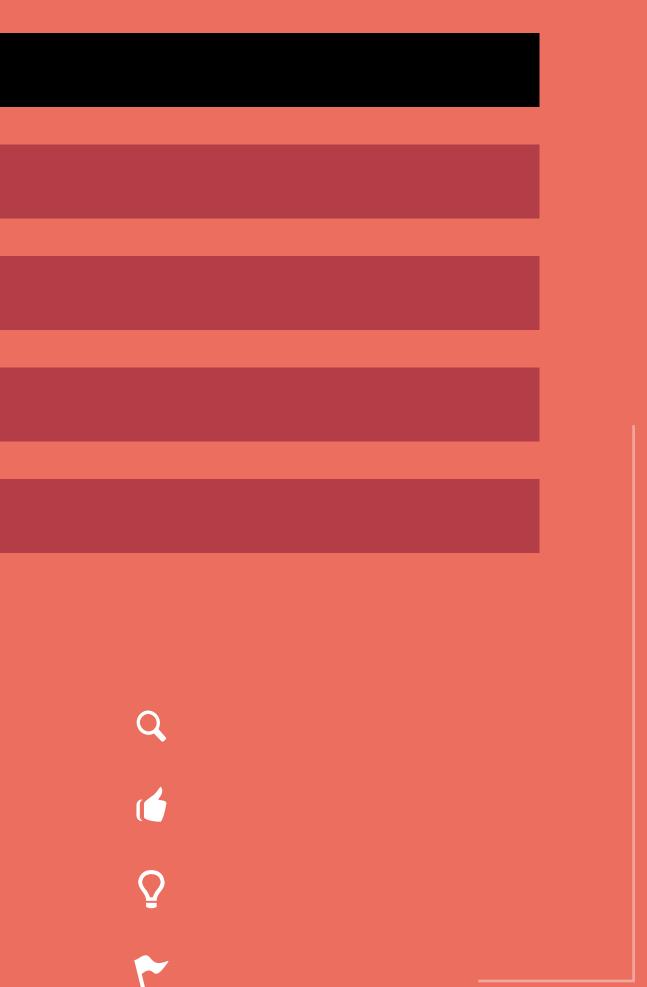
The client needed to build an architecture to create a robust ingestion platform for product telemetry data while focusing on automated data processing and an alert mechanism setup. It wanted a one stop data constellation layer creation for the telemetry data of their product line. Some key challenges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

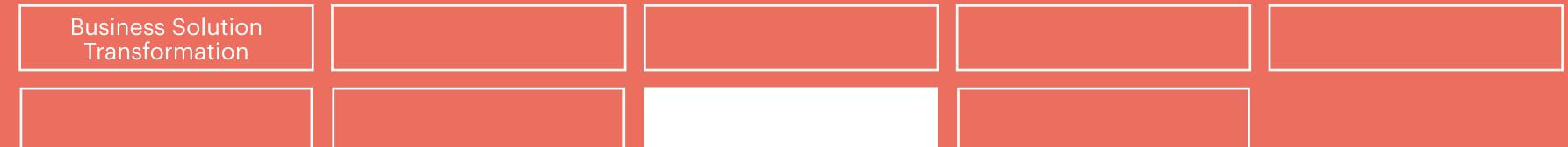
- A lack of an effective engagement model for telemetry asks between the client's business unit, the customer experience vertical and the supply chain vertical.
- Threading the stage telemetry data with various enterprise data sets like SO, IB, Services, Licensing etc, was also a difficult process.



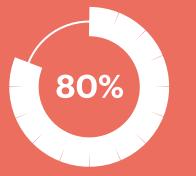
Java | AWS | Snowflake Spark Scala







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

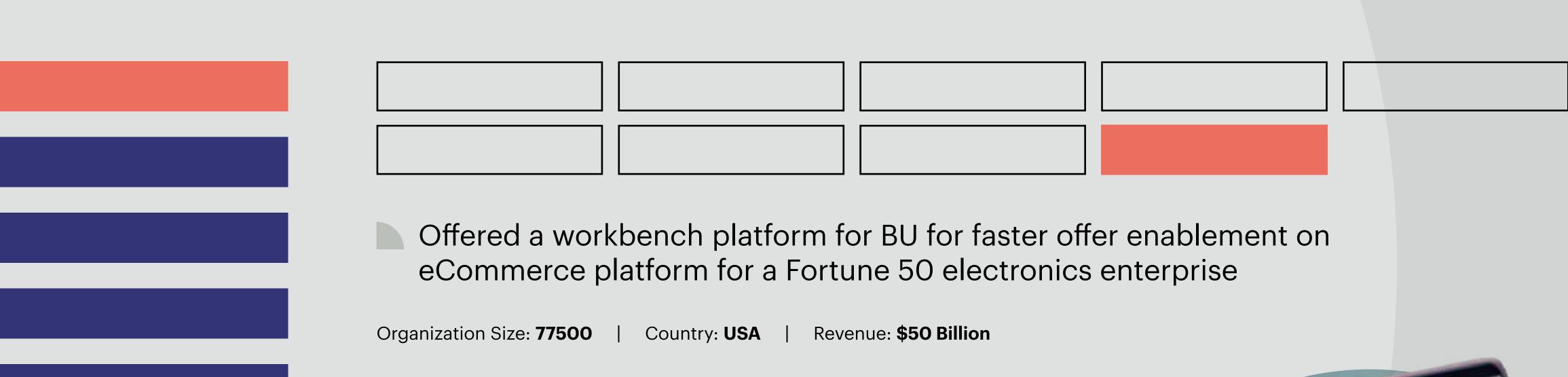
> - Manager, Software Development Engineering, Supply Chain



Data Engineering and Analytics

Java | AWS | Snowflake | Scala | Spark





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.



Application Services/Experience Services OWB







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

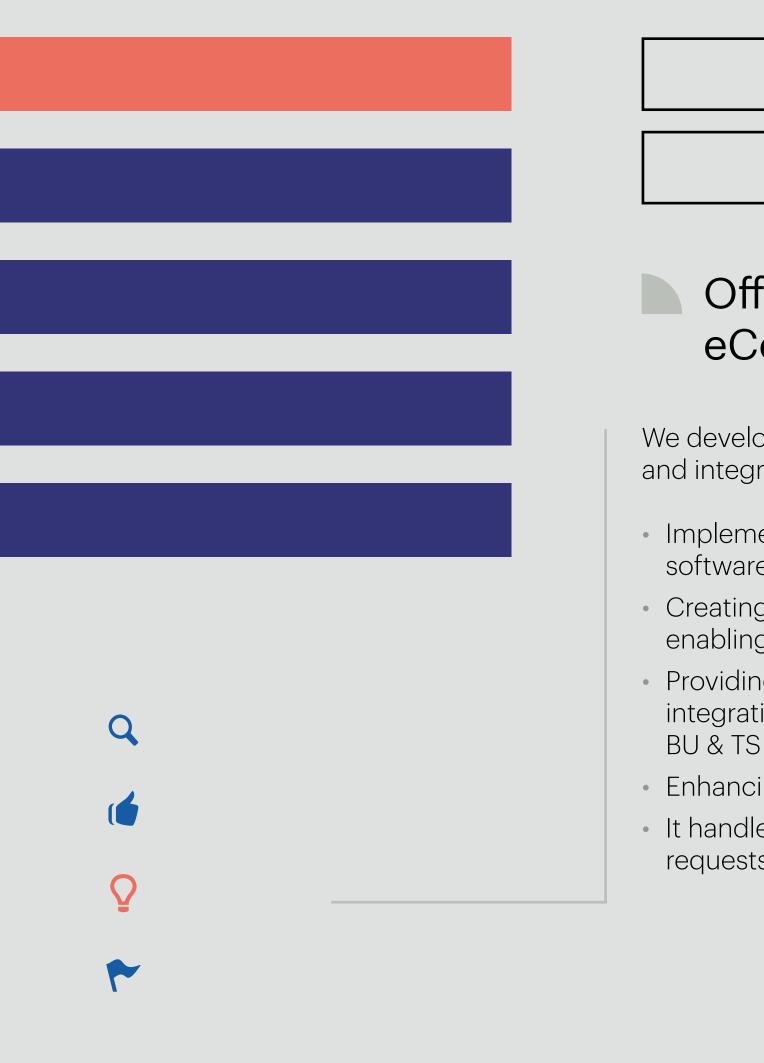
Offered a workbench platform for BU for faster offer enablement on eCommerce platform for a Fortune 50 electronics enterprise

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



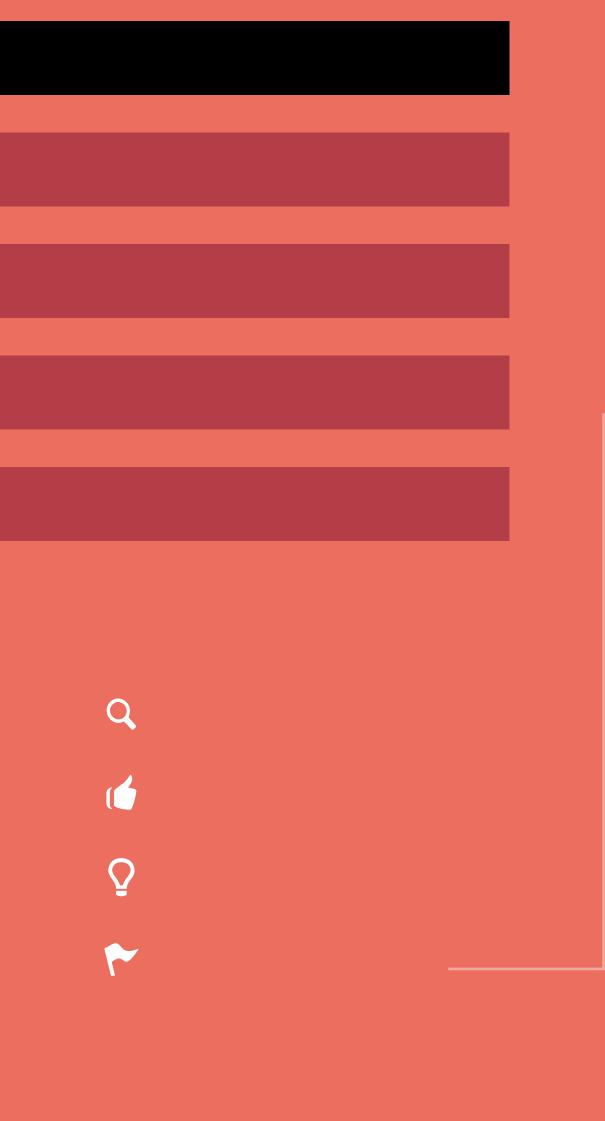
Offered a workbench platform for BU for faster offer enablement on eCommerce platform for a Fortune 50 electronics enterprise

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



Business Solution Transformation

- 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



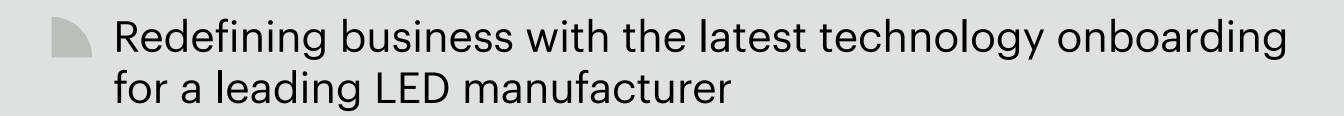
Redefining business with the latest technology onboarding for a leading LED manufacturer

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

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



Tableau | Azure



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.











Tableau | Azure













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



Tableau Azure



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

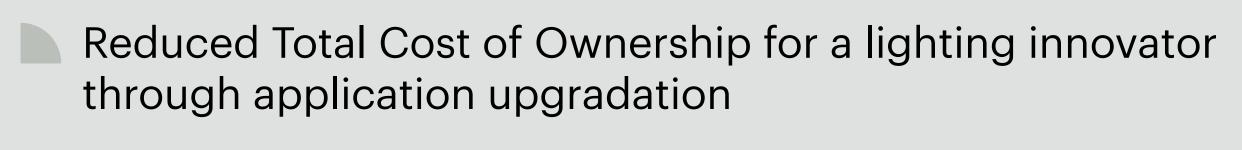
Tableau | Azure

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

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

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.

Oracle R12 Application Services SQL



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.

Oracle R12 Application Services SQL



focused on: to the application introduced in R12

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

- 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
- Modified TFS standard packages to fit custom client functionalities, new features and functions
- Add-on work, included replacing obsolete web PL/SQL pages with OA Framework pages

Oracle R12 Application Services SQL

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 **Oracle R12 Application Services** SQL

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

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

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.

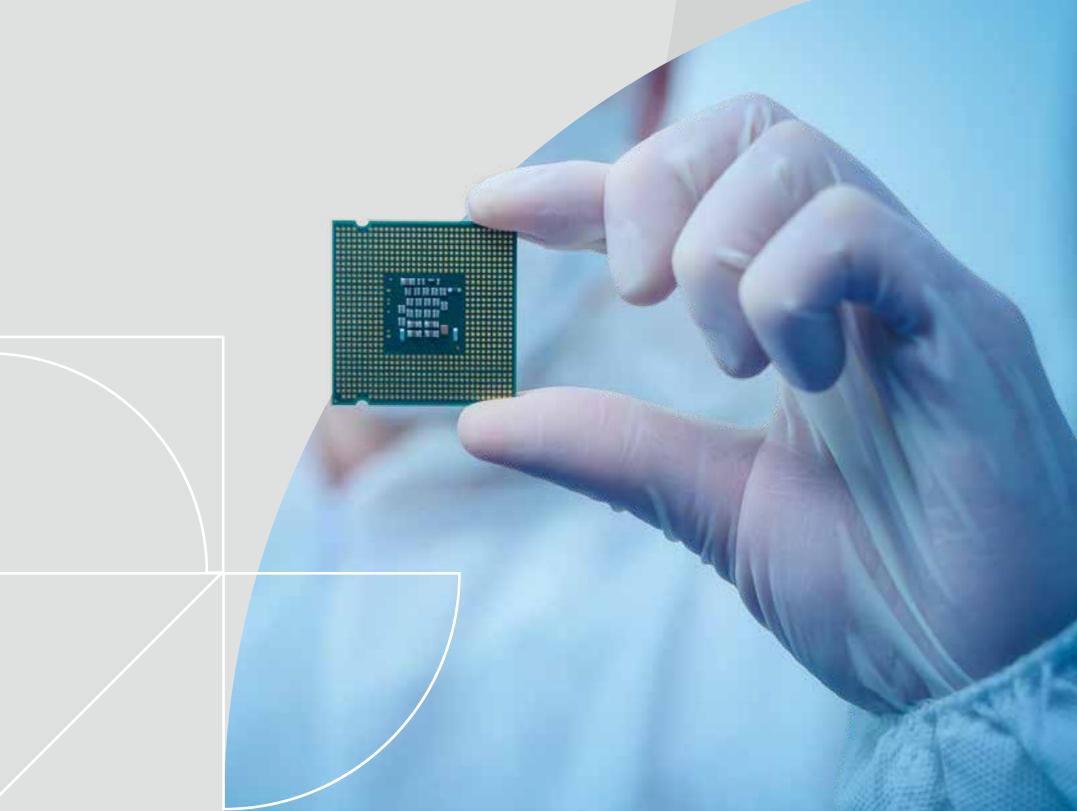


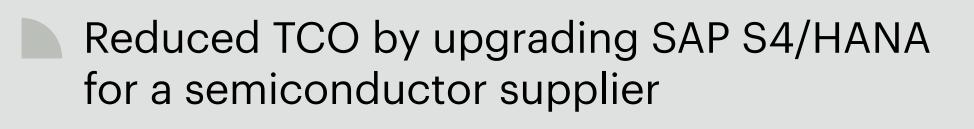










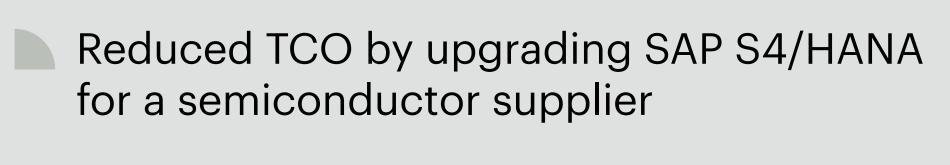


The client was challenged by the instability of transitioning its existing SAP design to the new version. This affected their Go Live date of on-going projects, and all projects that were in progress. Key requirements were:

- 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.

SAP Application Services E2E Testing

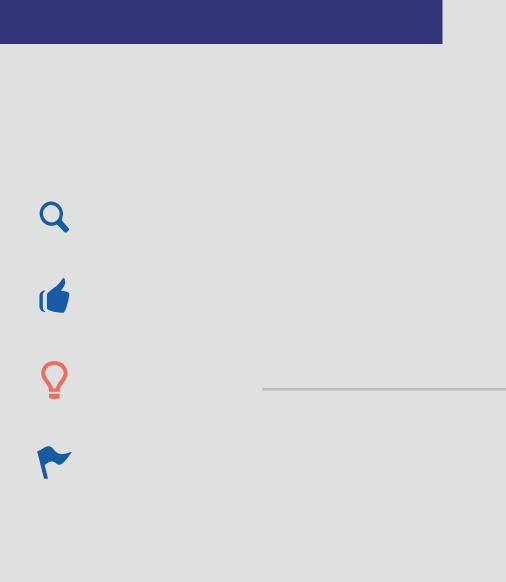




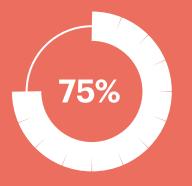
We upgraded the peripheral SAP systems to new compatible versions and support pack levels. We adjusted the hardware and operating systems as per best practices suggested by SAP. Our efforts focused on:

- 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



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

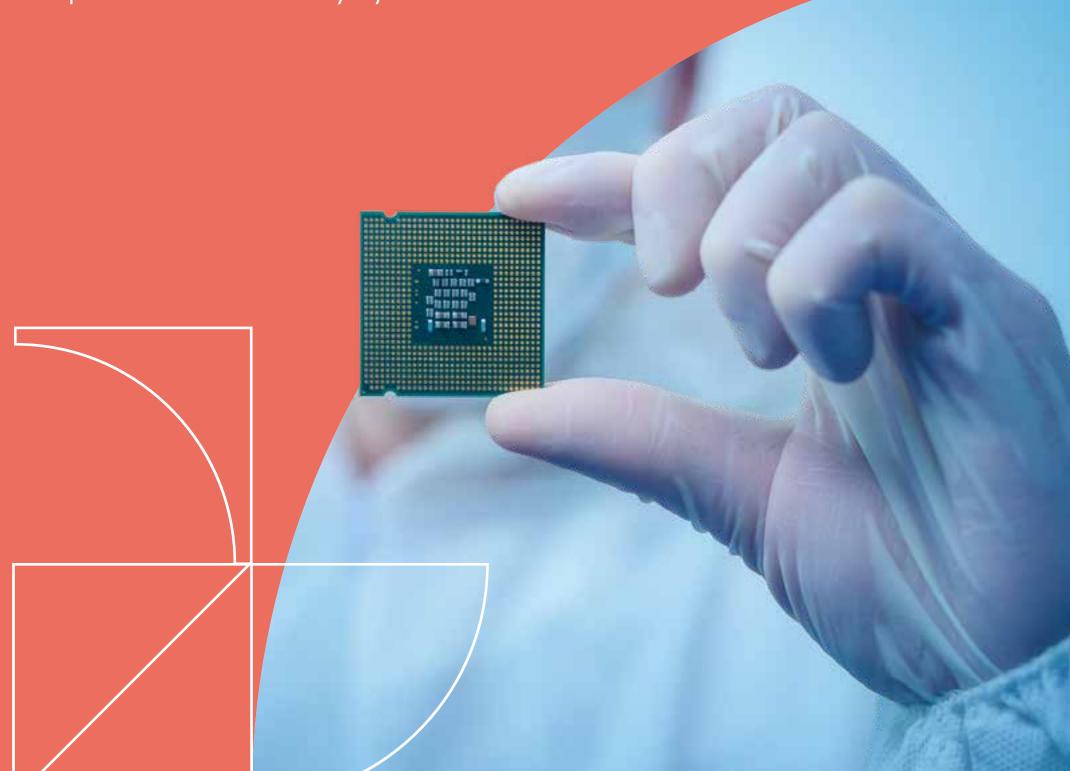


Reduction of on-premise incidents

• 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



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.



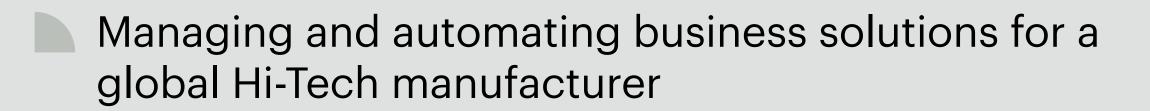






Oracle Application Services





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

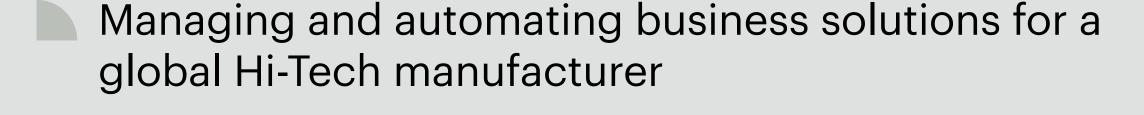
Oracle Application Services











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











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

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.









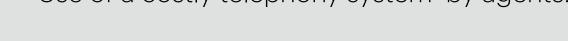


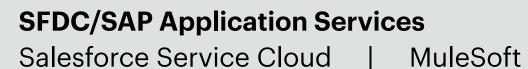
SFDC/SAP Application Services

Salesforce Service Cloud | MuleSoft

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.







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











Salesforce Service Cloud | MuleSoft





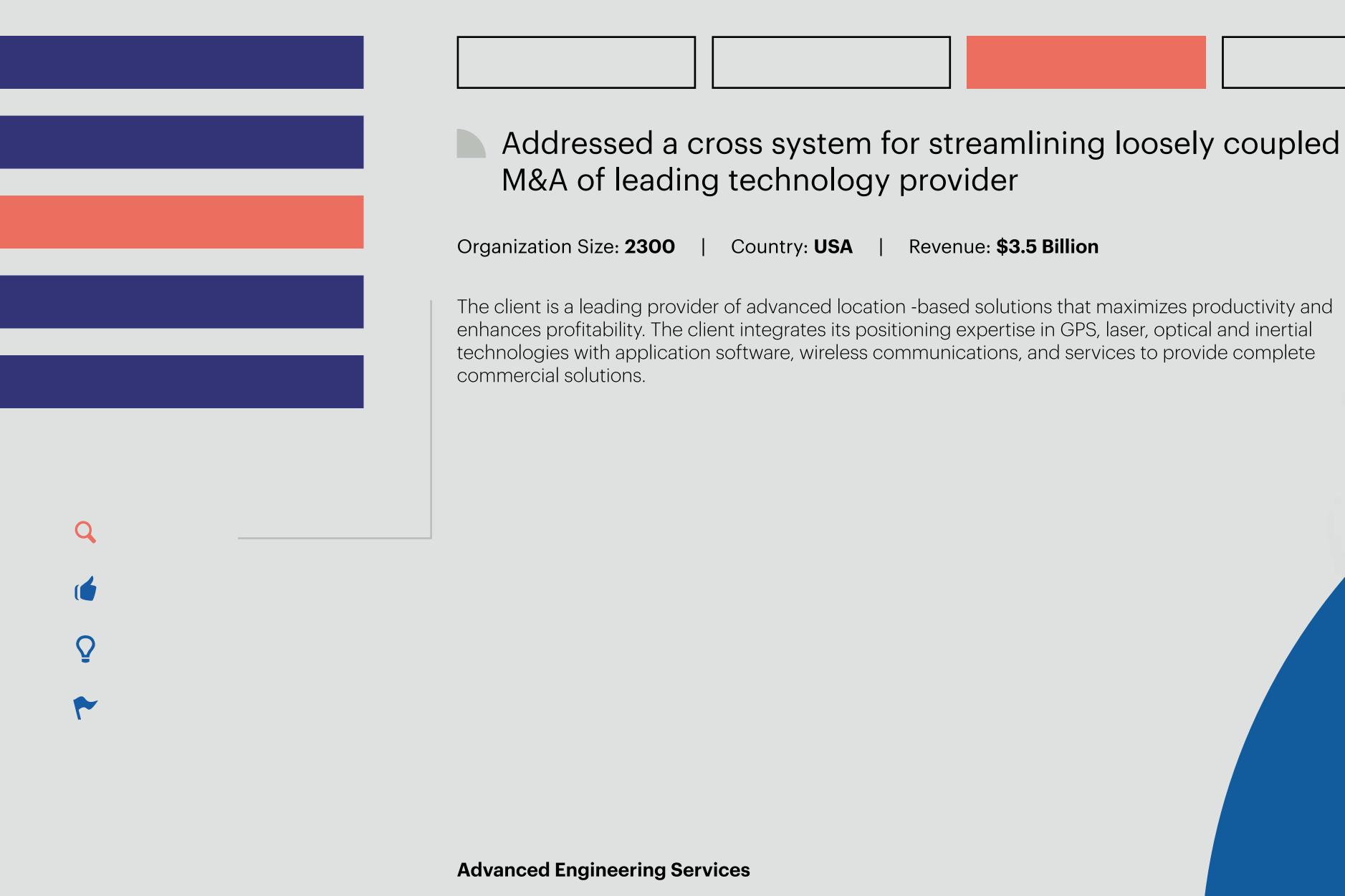
Increase in Channel Sales

- >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

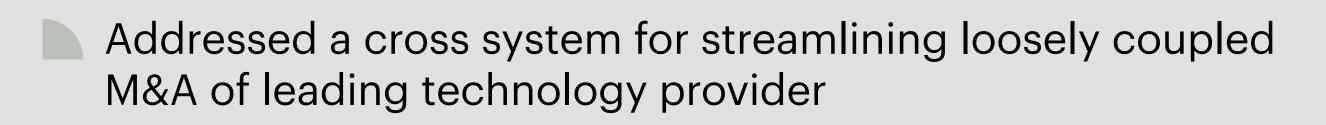


SFDC/SAP Application Services

Salesforce Service Cloud | MuleSoft





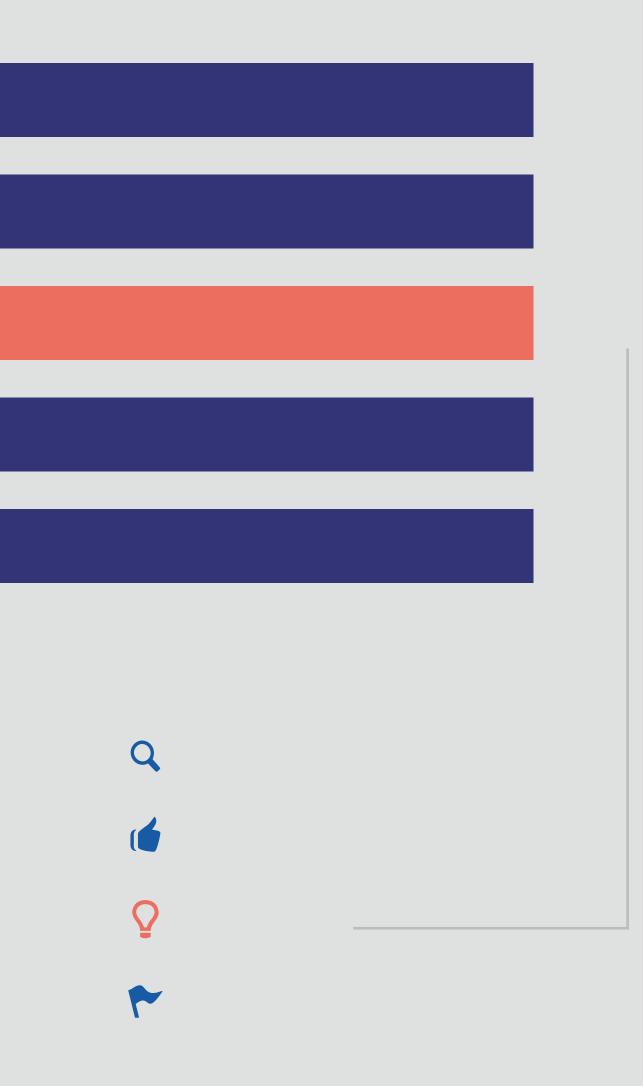


The client was involved in a recent acquisition and faced specific enterprise problems that needed a robust IT solution:

- 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.







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

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



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

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.





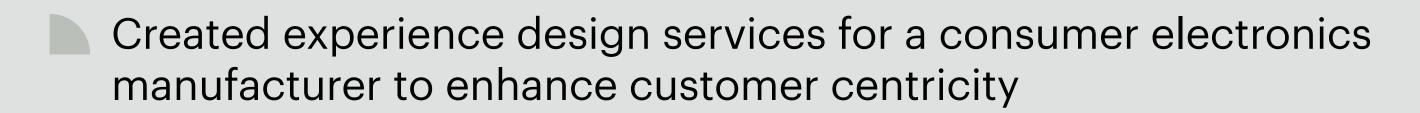




Experience Services

MS Dynamics | SAP Salesforce





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.



















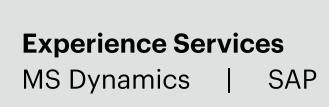
Created experience design services for a consumer electronics manufacturer to enhance customer centricity

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

Salesforce





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.



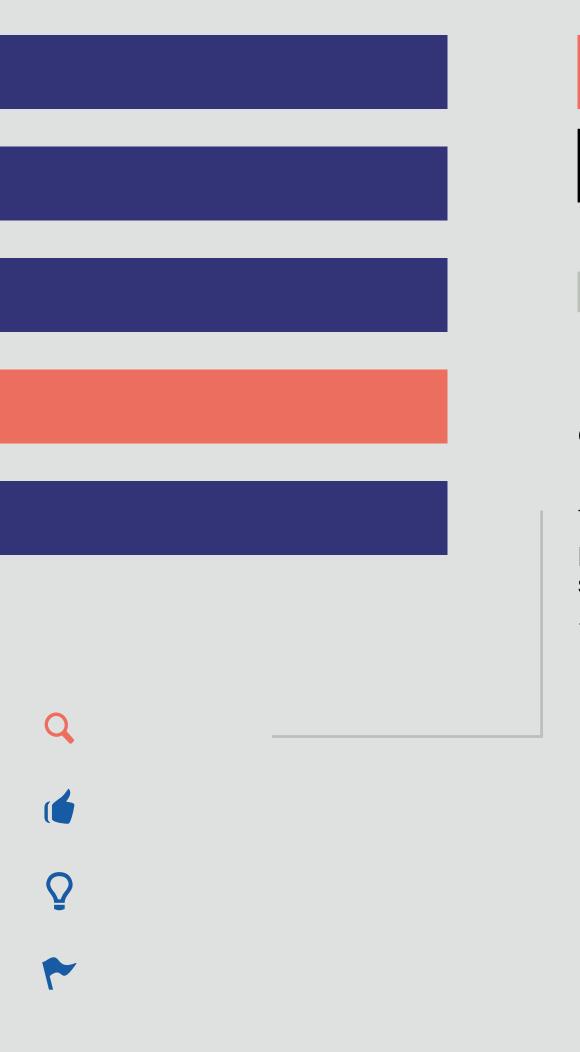






MS Dynamics | SAP | Salesforce





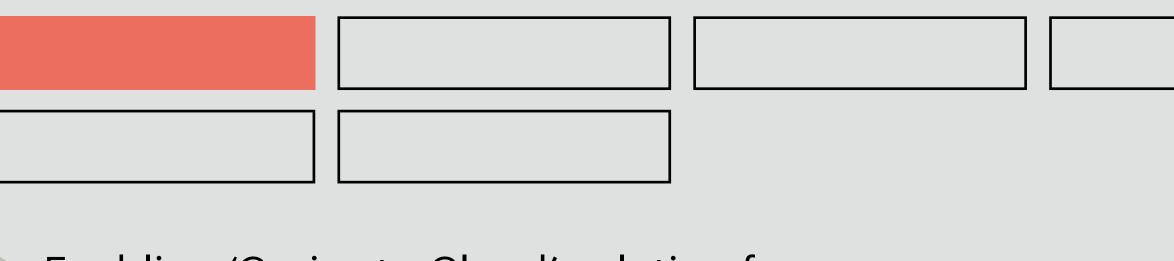
Enabling 'Cruise to Cloud' solution for a global medical device company

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.

Oracle Application Services





Enabling 'Cruise to Cloud' solution for a global medical device company

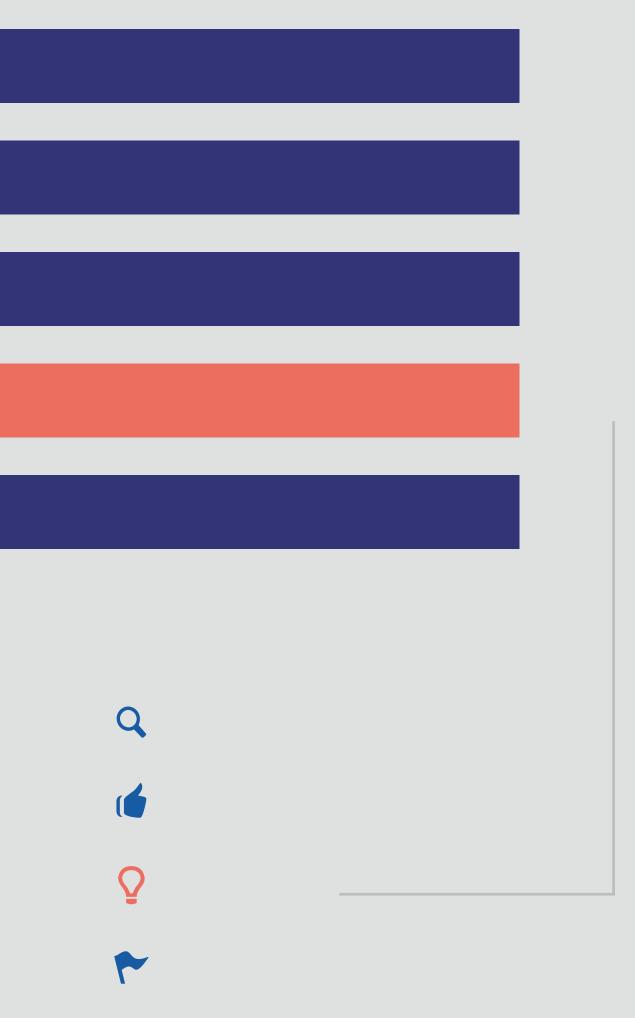
The client was functioning with legacy systems and hence unable to seamless manage and integrate customer management, orders, inventory, invoicing and financials. The need of the hour was a cloud-based system, that would integrate with their multiple existing CRM and legacy systems. Key requirements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



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







Enabling 'Cruise to Cloud' solution for a

global medical device company

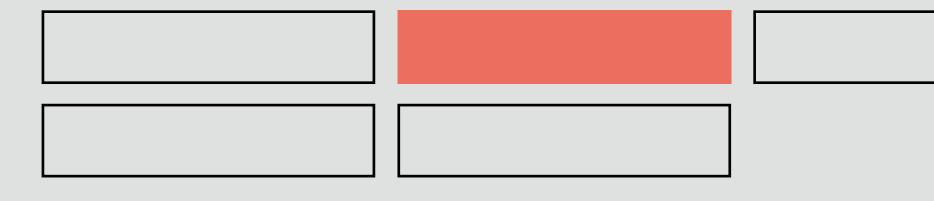


Reduced IT manpower costing

- 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 multicurrency installment payment collections







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







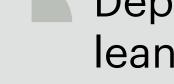


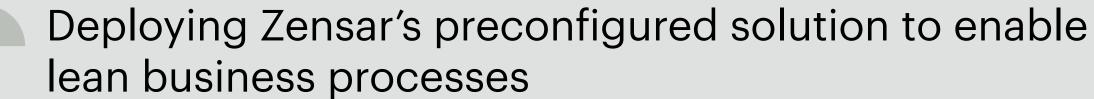


SAP S4/HANA | FIORI Application | EDI interfacing









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





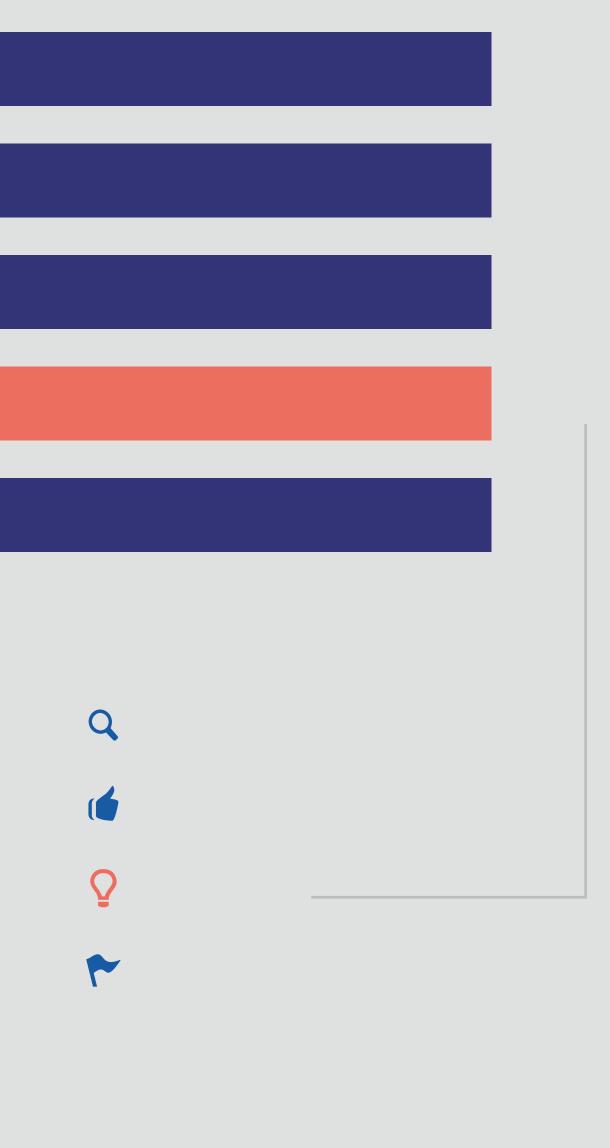






SAP S4/HANA | FIORI Application EDI interfacing





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



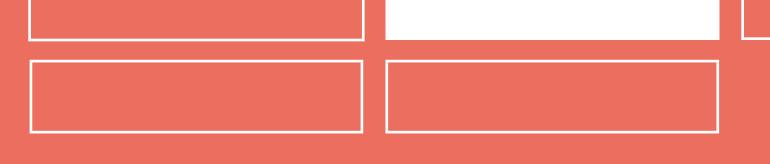
SAP Application Services

SAP S4/HANA | FIORI Application | EDI interfacing









Deploying Zensar's preconfigured solution to enable lean business processes



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

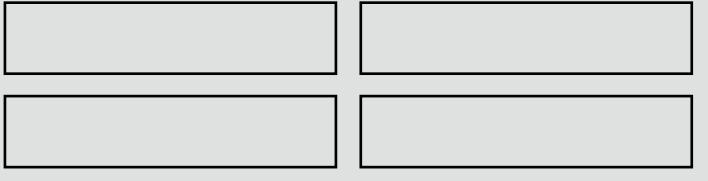
- VP, Information Technology



SAP Application Services

SAP S4/HANA | FIORI Application | EDI interfacing





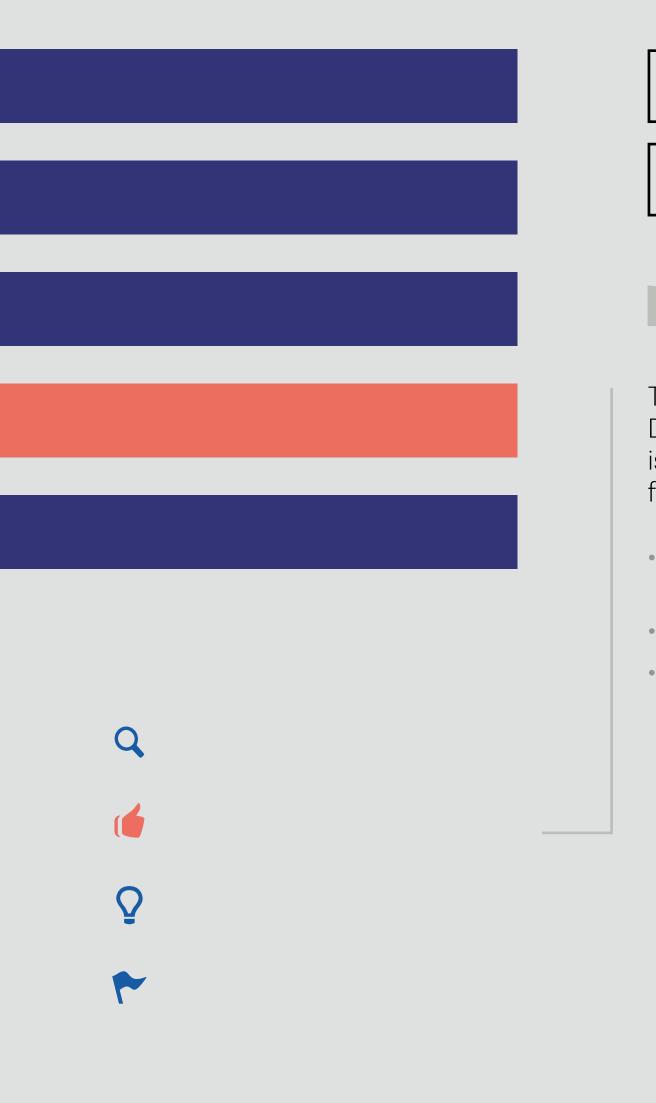
Organization Size: 9200 | Country: USA | Revenue: \$381 Billion

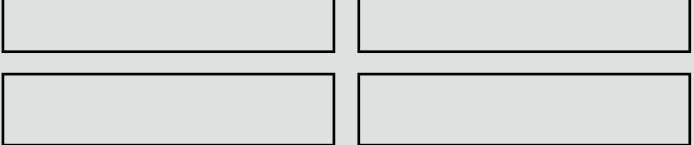
The client's business model is about marketing high quality, affordable generic medicines that are trusted by patients and healthcare professionals. With a motto that emphasizes "health in the small details," they have state-of-the-art manufacturing facilities and R&D centers at par with international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



SAP

Zenlife | SAP S/4HANA





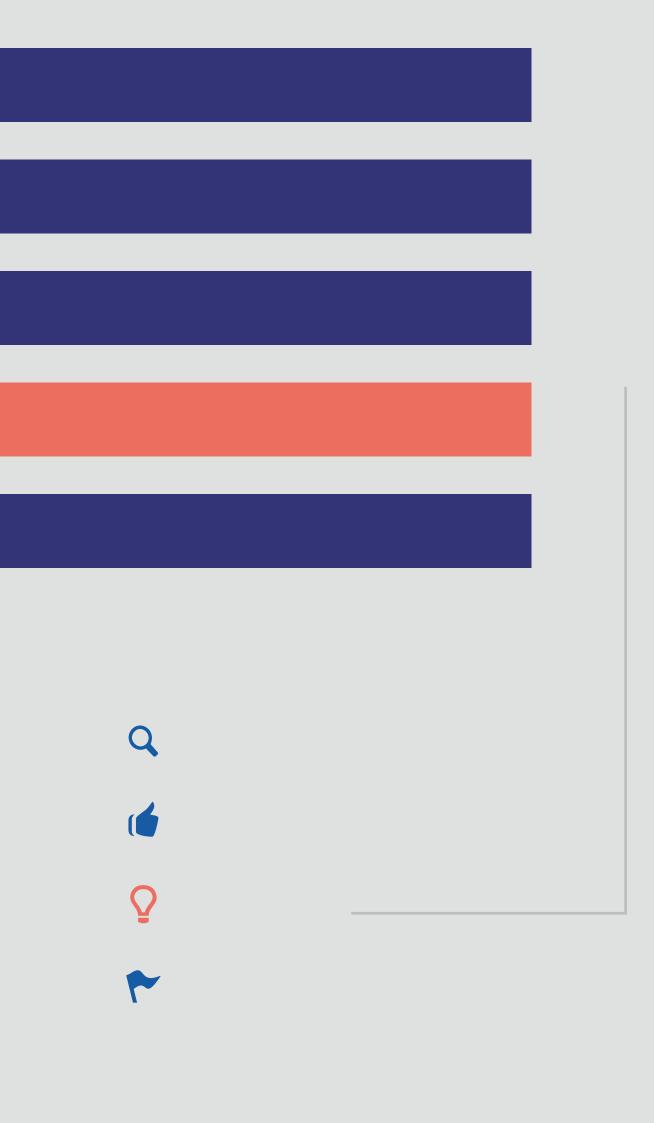
The client's business was impacted by gaps in their overall operational structure. Dependence on legacy systems resulted in lack of integration and regulatory compliance issues. The client needed a digital transformation solution across enterprise wide functions that also supported a robust and reliable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

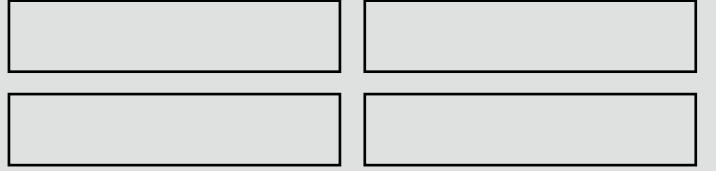
- Lack of required integration, regulatory compliances and a robust, as well as a reliable reporting engine.
- Less visibility on inventory, sales and commissions across supply chain function.
- Relying on disparate legacy systems, the client lacked real time analytics capabilities that were necessary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



SAP

Zenlife SAP S/4HANA





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:

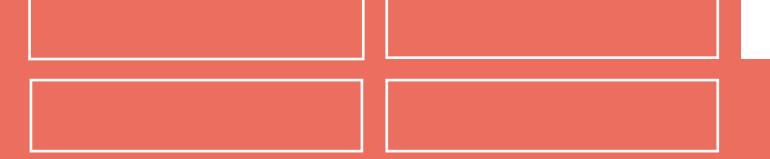
- Implementation of SAP S/4HANA in four months including modules across enterprise wide business functions. This served as a foundation for the future with new business process "blueprints".
- Due to this implementation, the client now had centralized master data, inbound integration with 3PL Logistics, 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







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

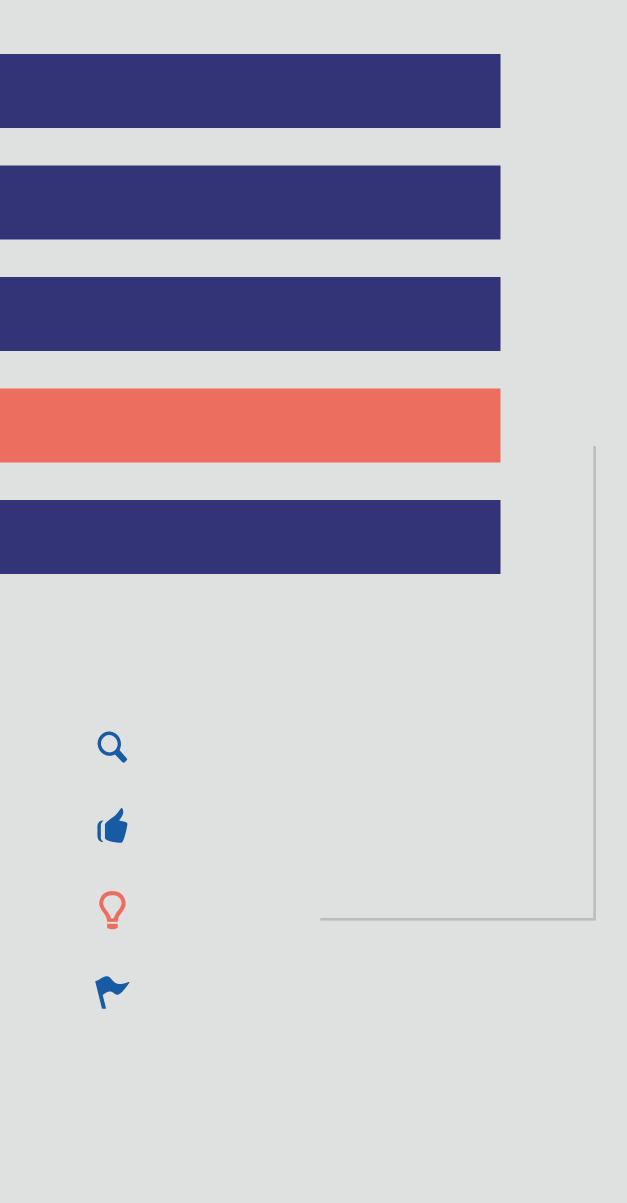
SAP

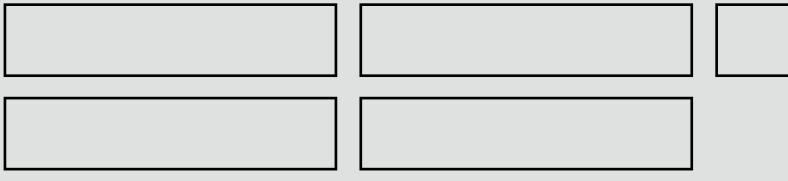
Zenlife SAP S/4HANA











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.

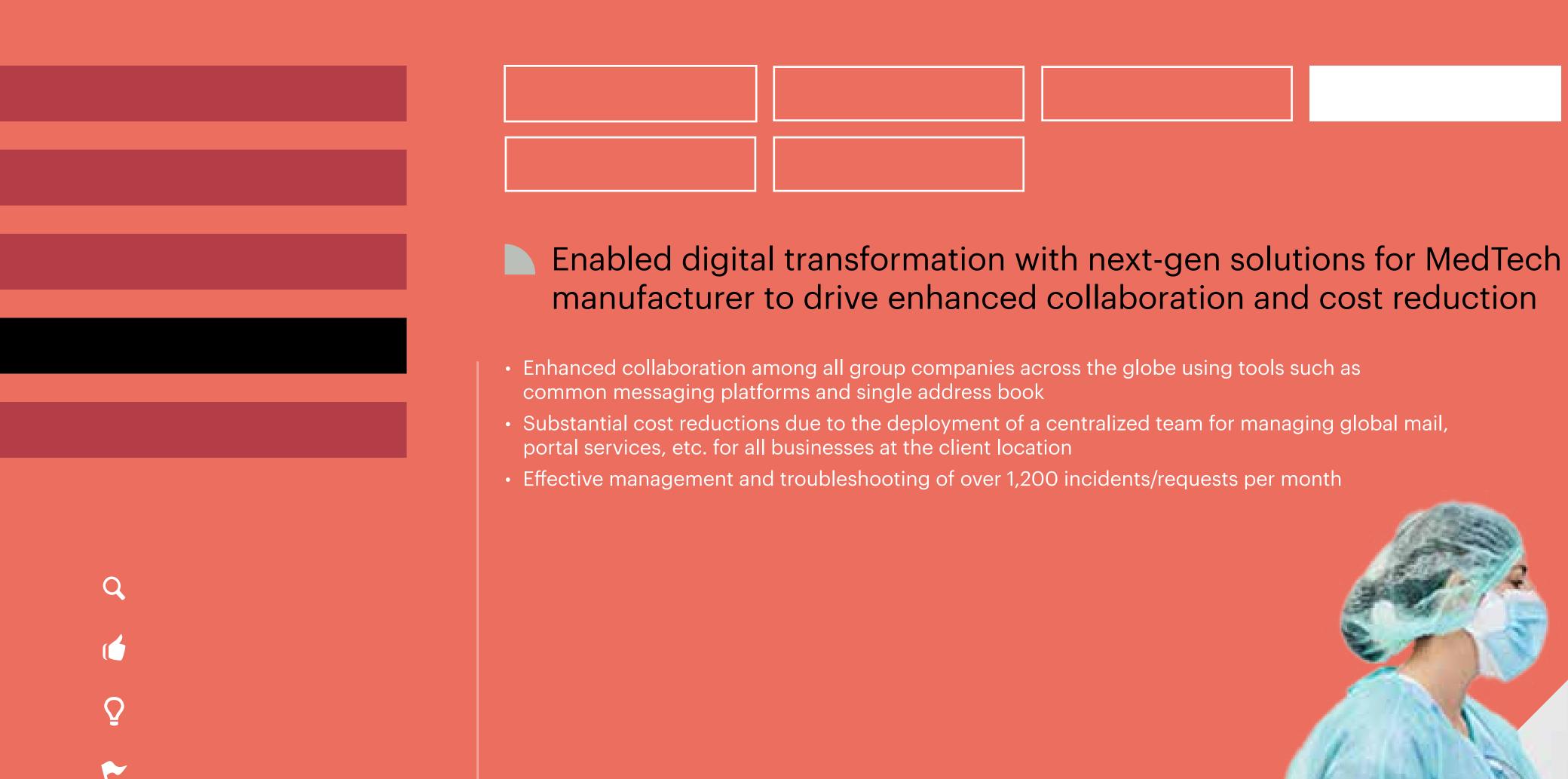
We delivered key services/solutions including:

- Migrating over 100,000 mailboxes from on-premises Exchange 2010 to 0365 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 laaS 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

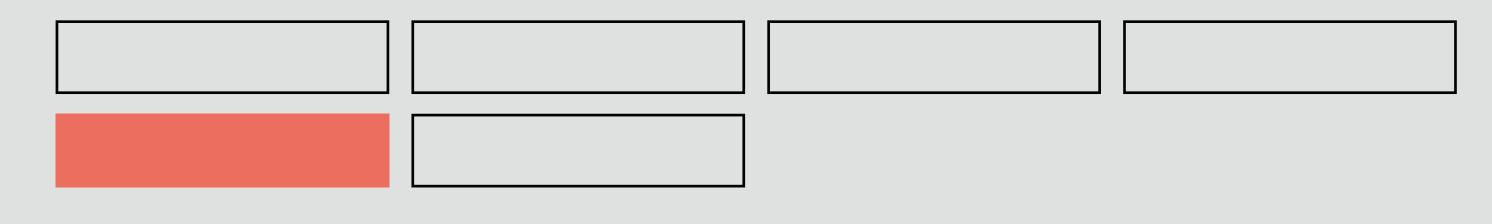
Connected Autonomous Cloud Connected Work +



Foundation Services

Digital Workplace Services, Digital Infrastructure

Connected Autonomous Cloud | Connected Work +



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.





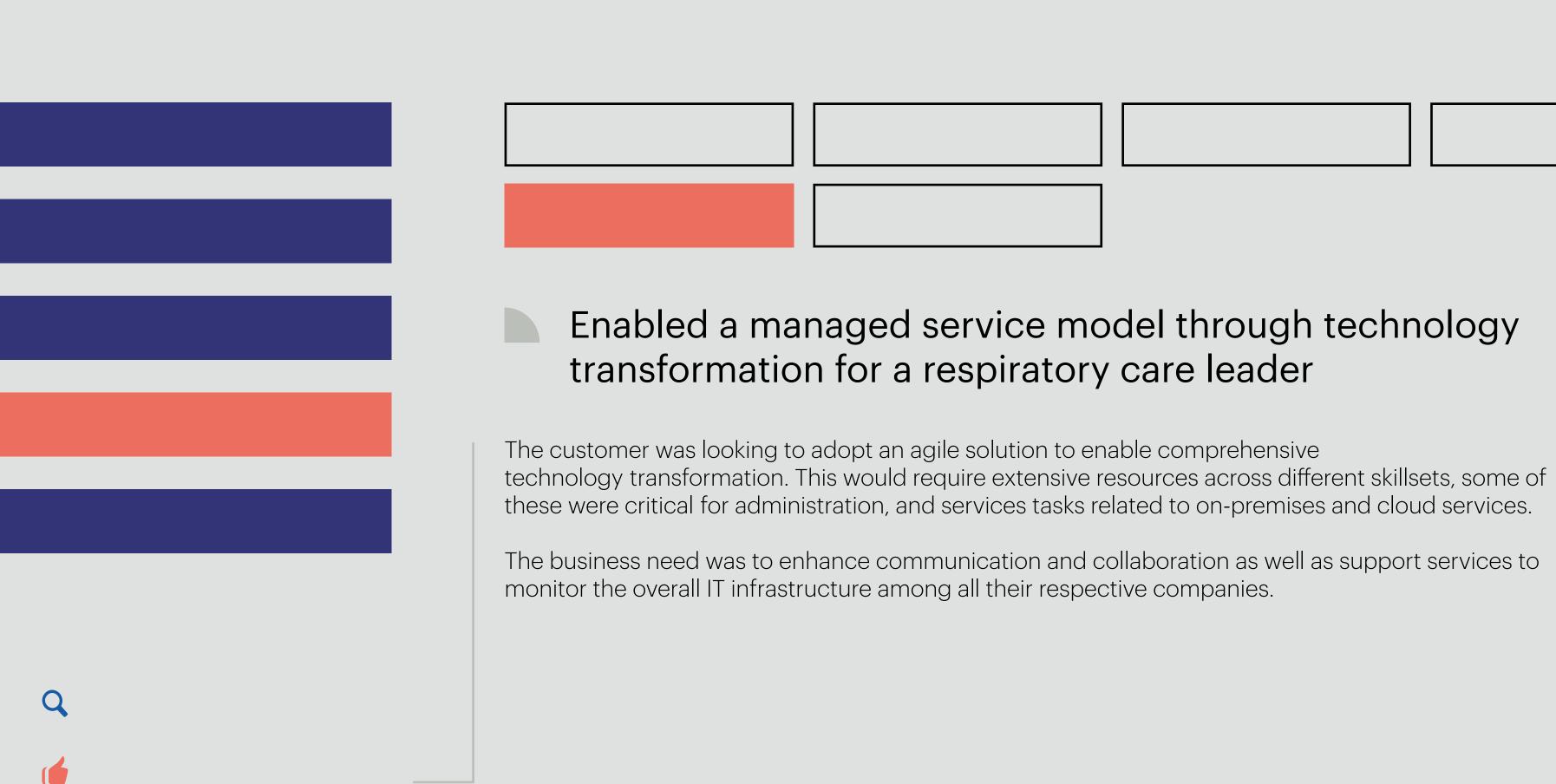


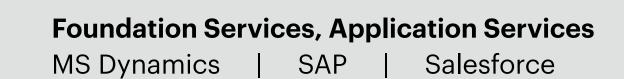




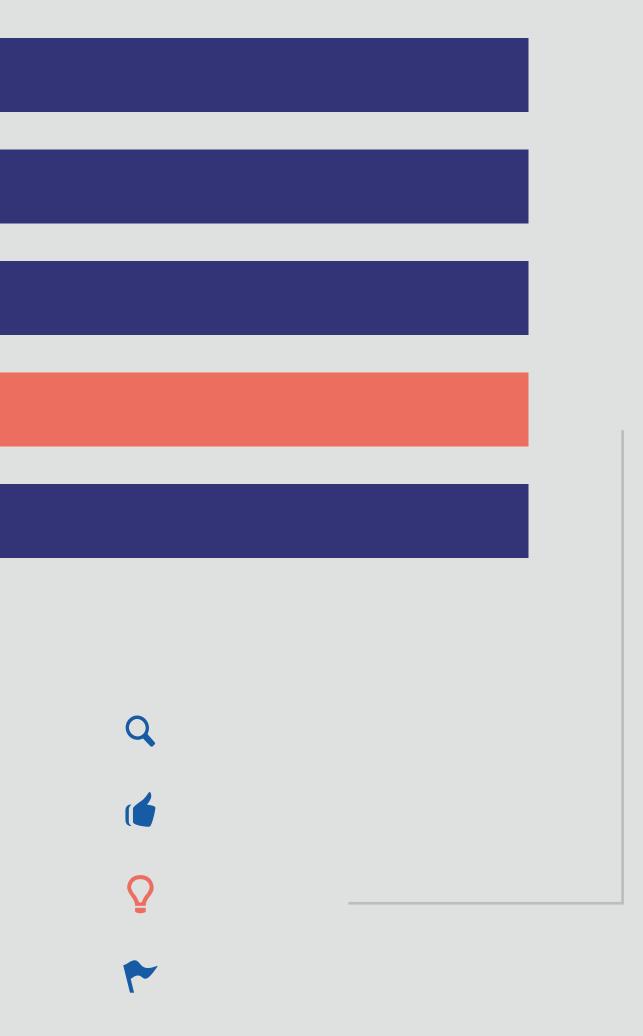
MS Dynamics | SAP Salesforce











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

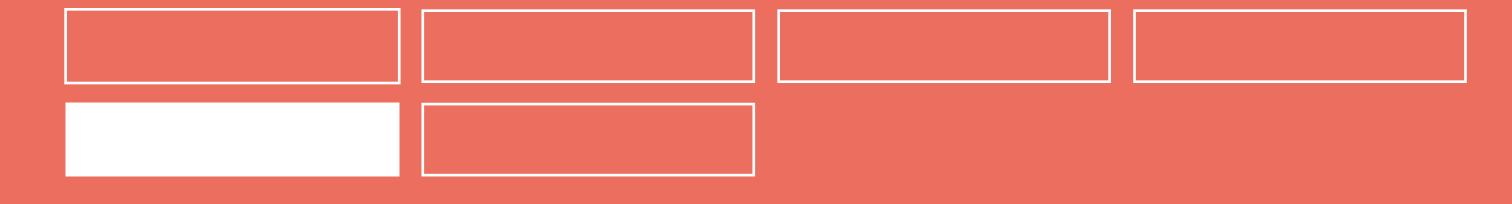
We developed a managed services model with complete ownership and provided a multilingual support team of 15+ consultants at short notice to the client. We also developed a repository of Runbooks, covering detailed documentation of business processes and manuals. We standardized the ITSM and MIM processes, 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.



MS Dynamics | SAP Salesforce





- 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

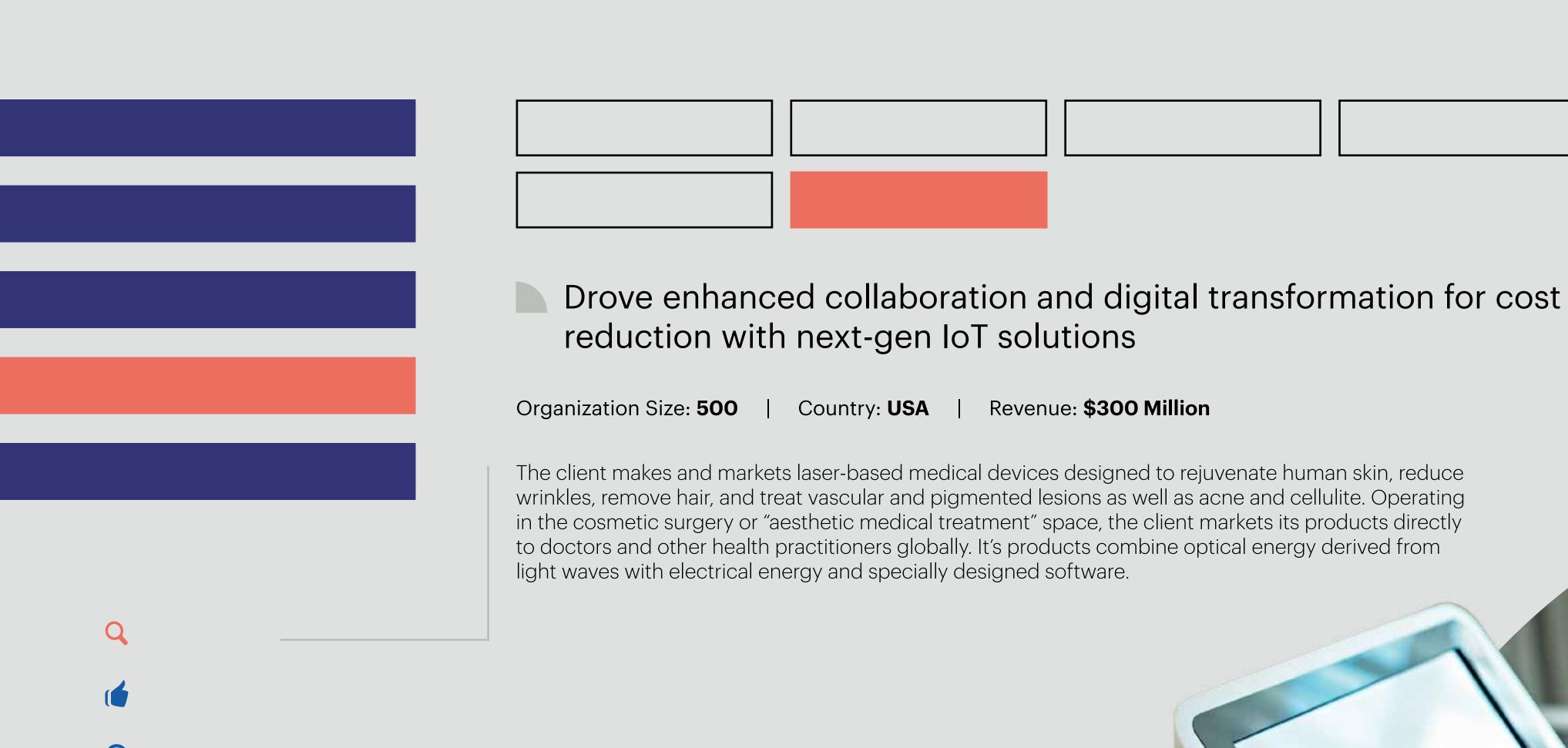






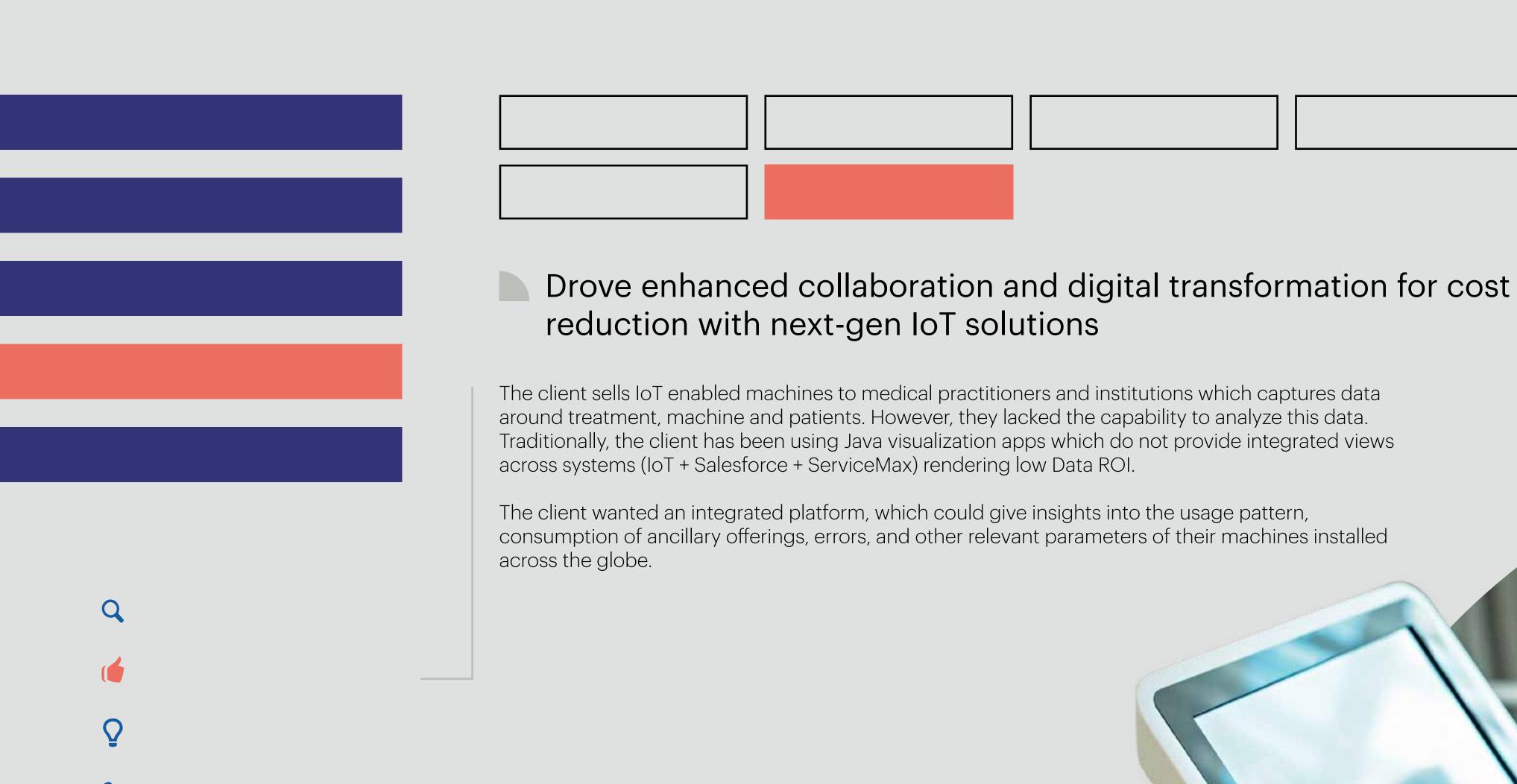
MS Dynamics | SAP | Salesforce



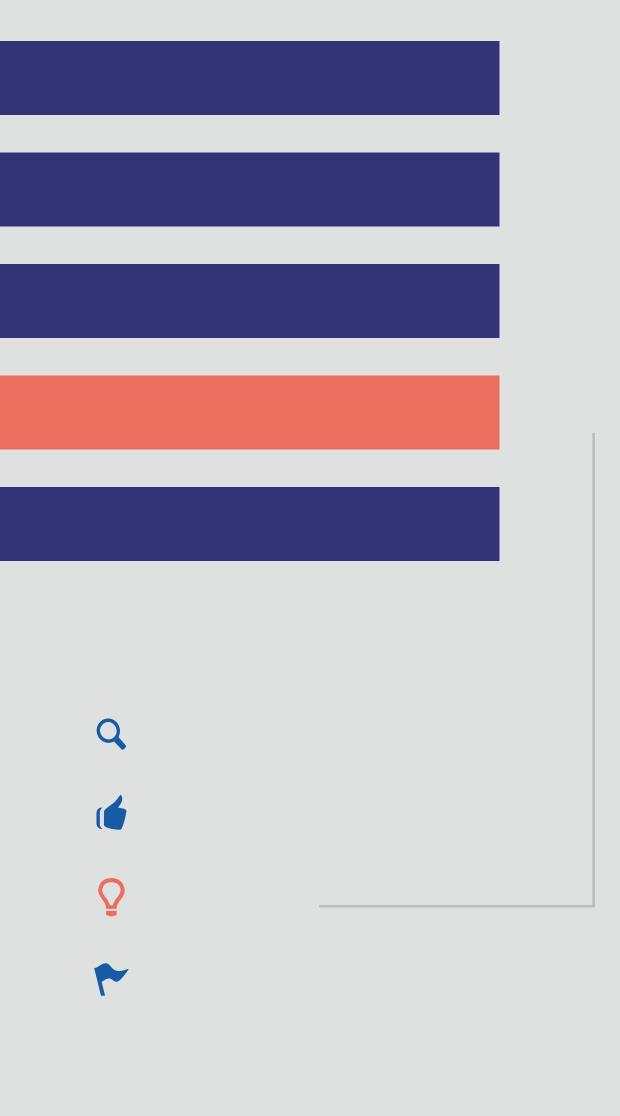


Data Engineering & Analytics

Azure | PowerBl | SQL



Data Engineering & Analytics PowerBI | SQL Azure



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 PowerBI | SQL Azure

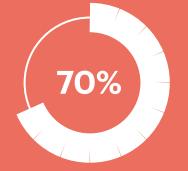








Drove enhanced collaboration and digital transformation for cost reduction with next-gen IoT solutions



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.

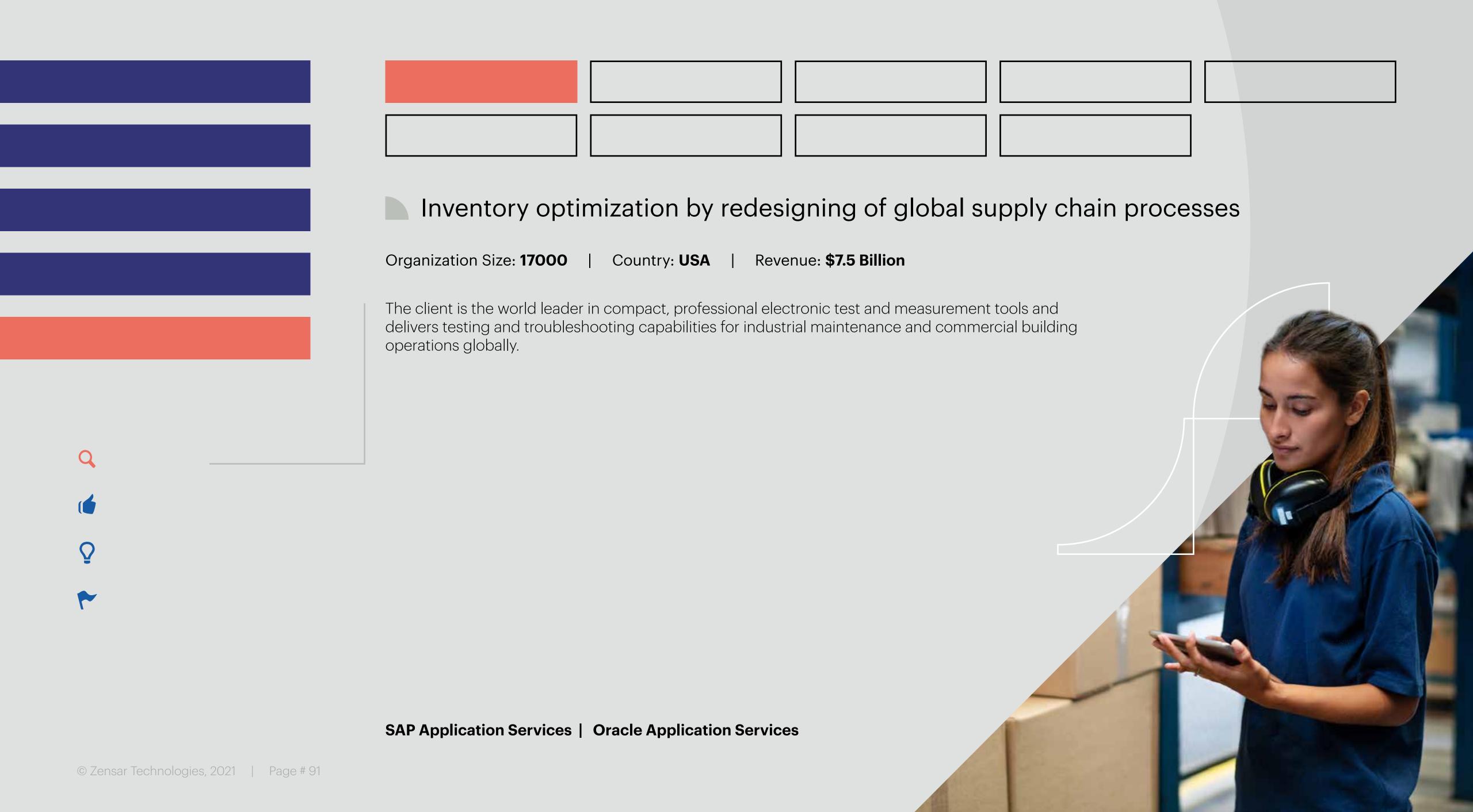
- EVP & GM, Global Business Unit

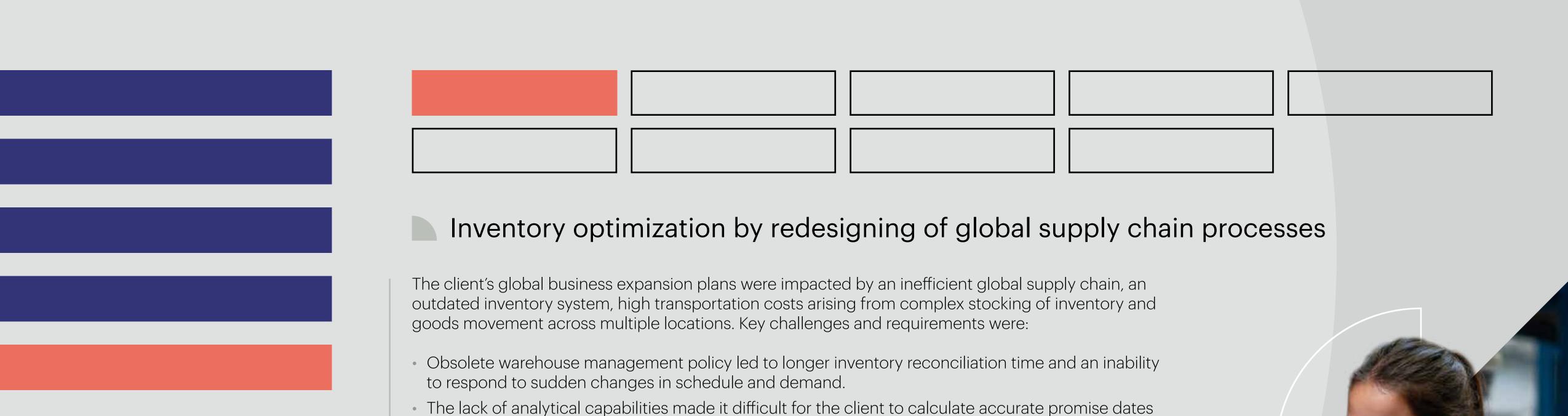


Data Engineering & Analytics

Azure | PowerBI | SQL







• The client needed to optimize its inventory for a faster and more accurate job execution, and with



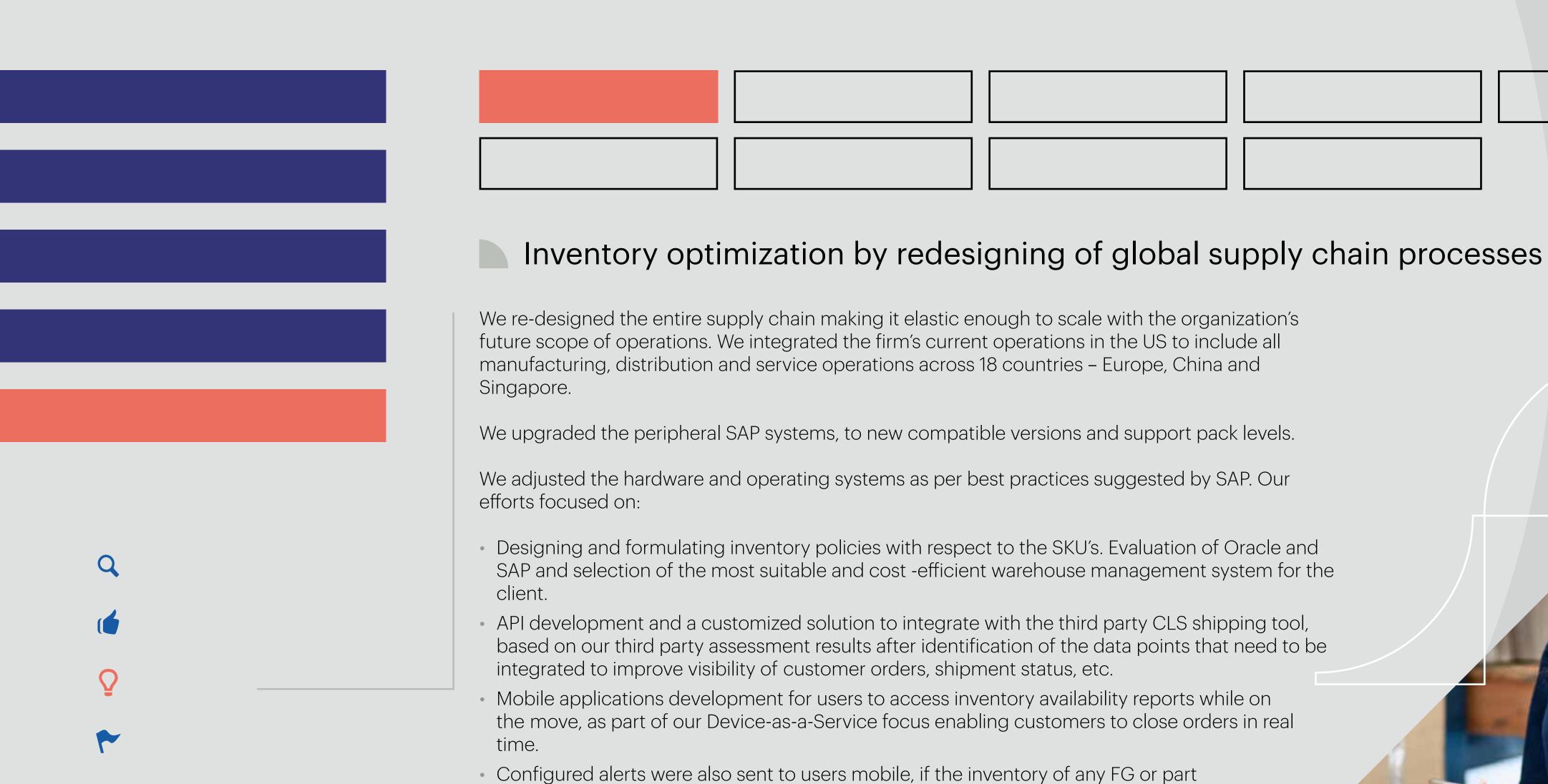






and as a result, on time delivery was below acceptable levels.

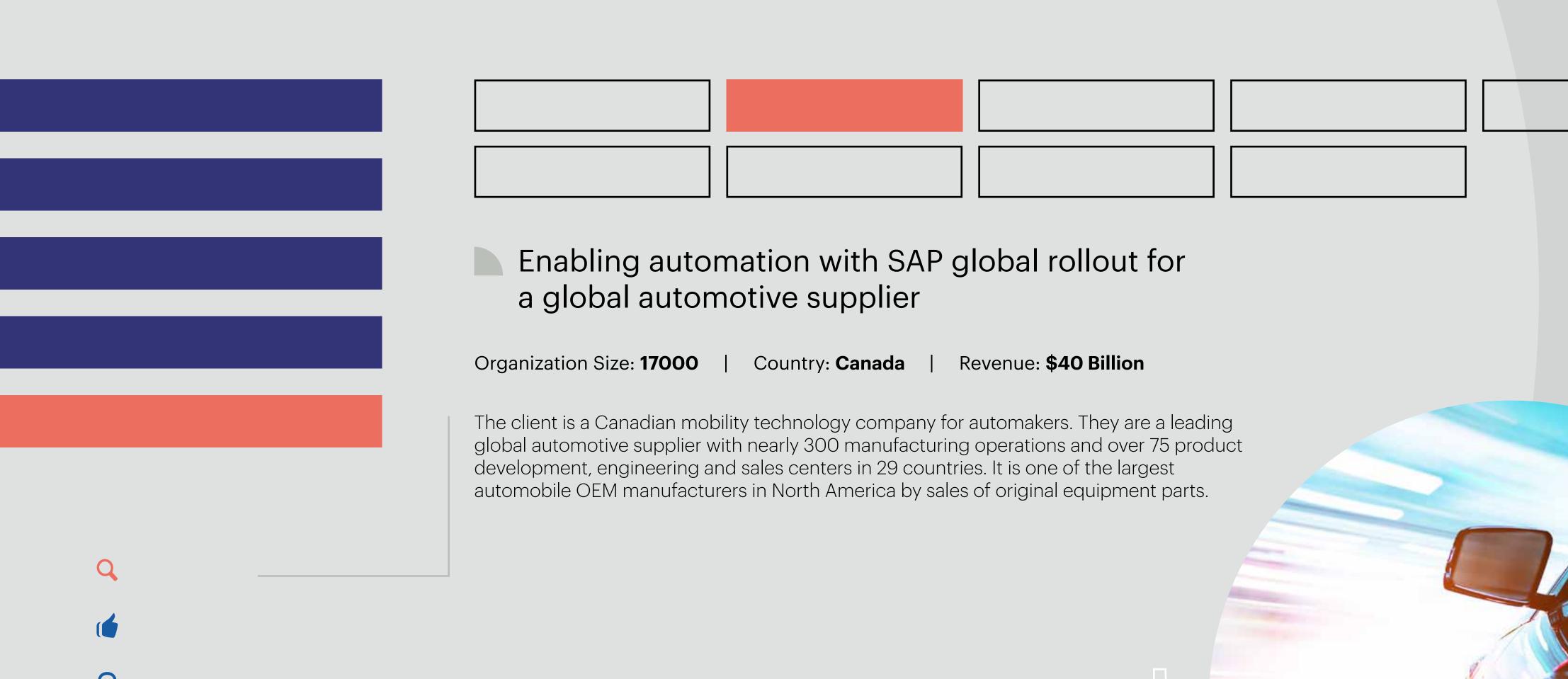
greater business impact.



SAP Application Services | **Oracle Application Services**

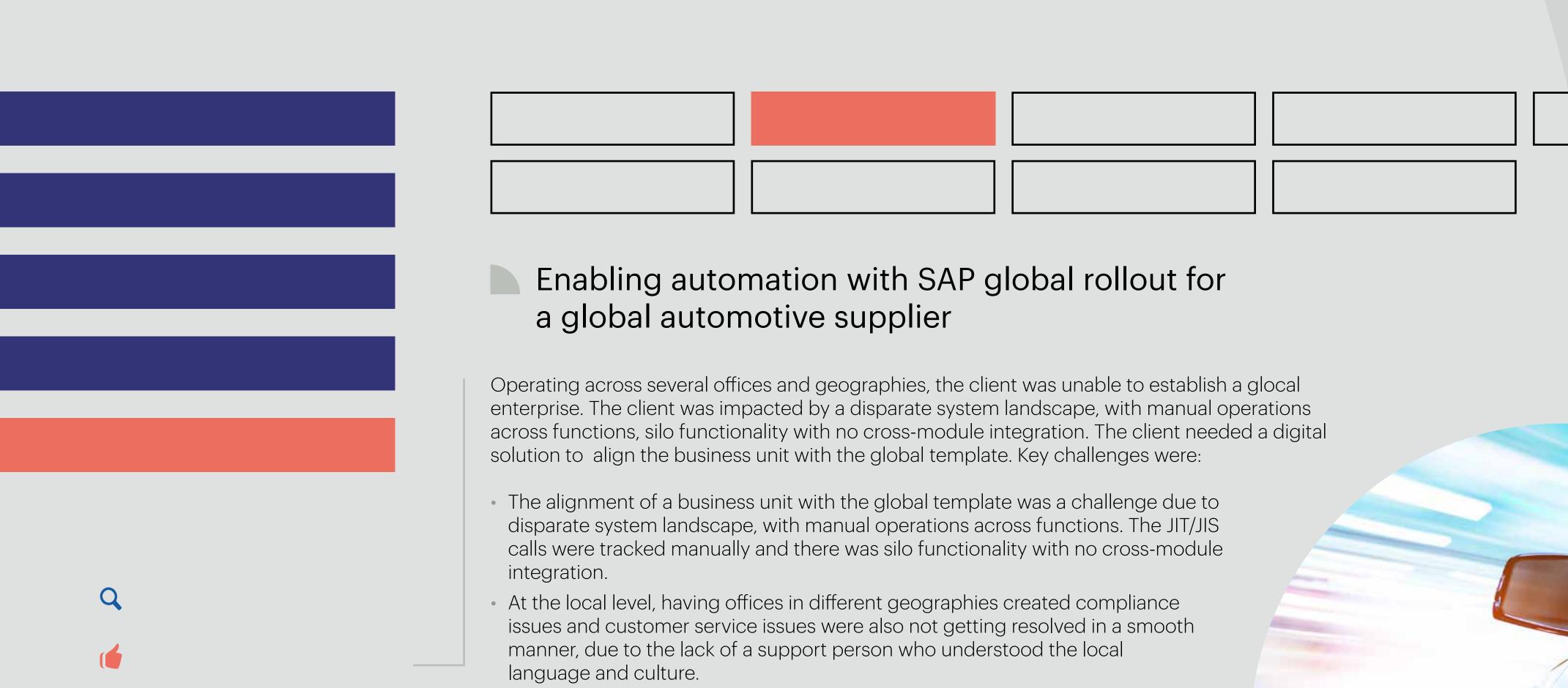
reached a level lower than the recommended safety stock.





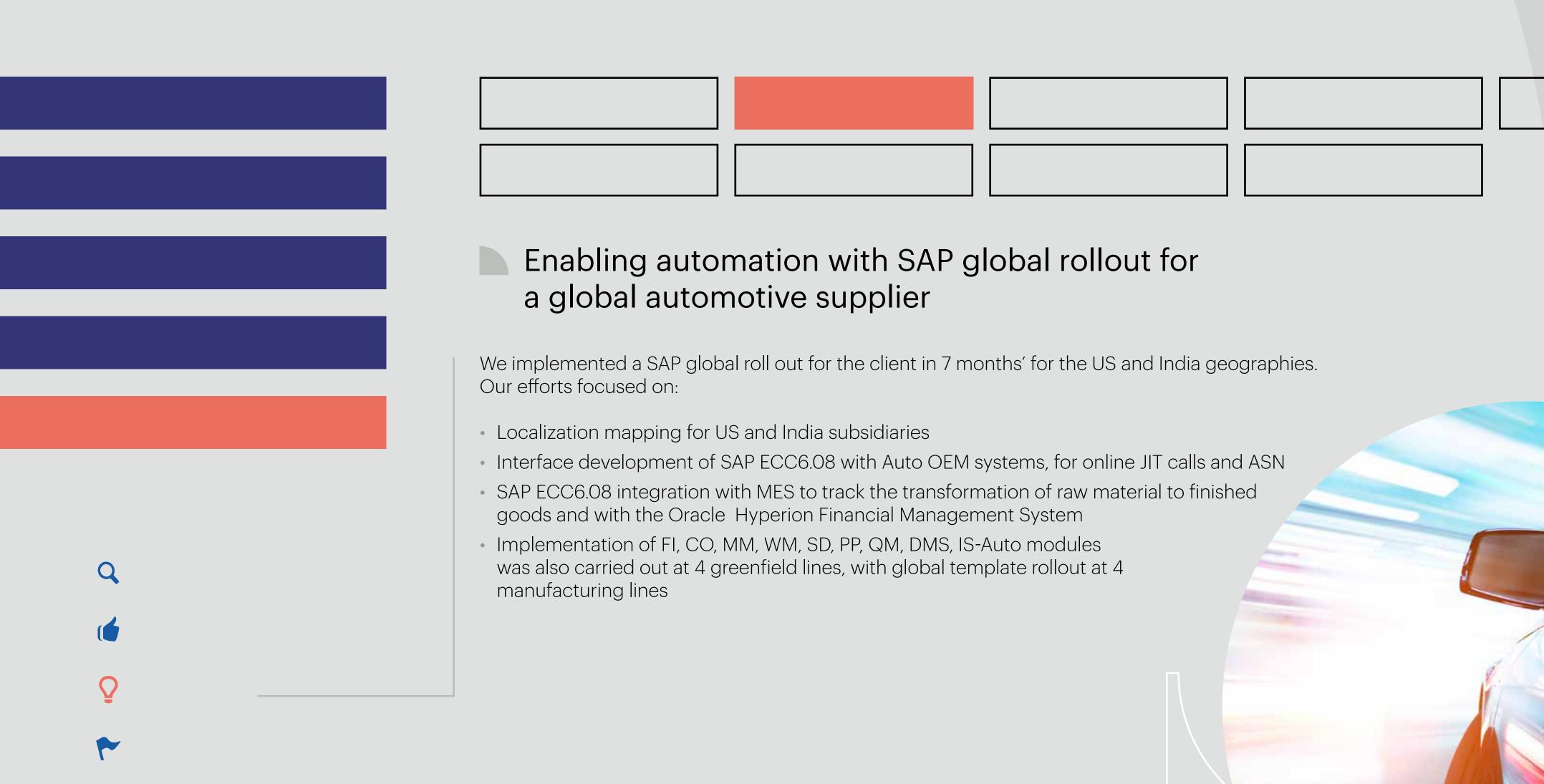
SAP Application Services

Oracle Hyperion | Manufacturing Execution System





Oracle Hyperion Manufacturing Execution System





Oracle Hyperion Manufacturing Execution System



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





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.





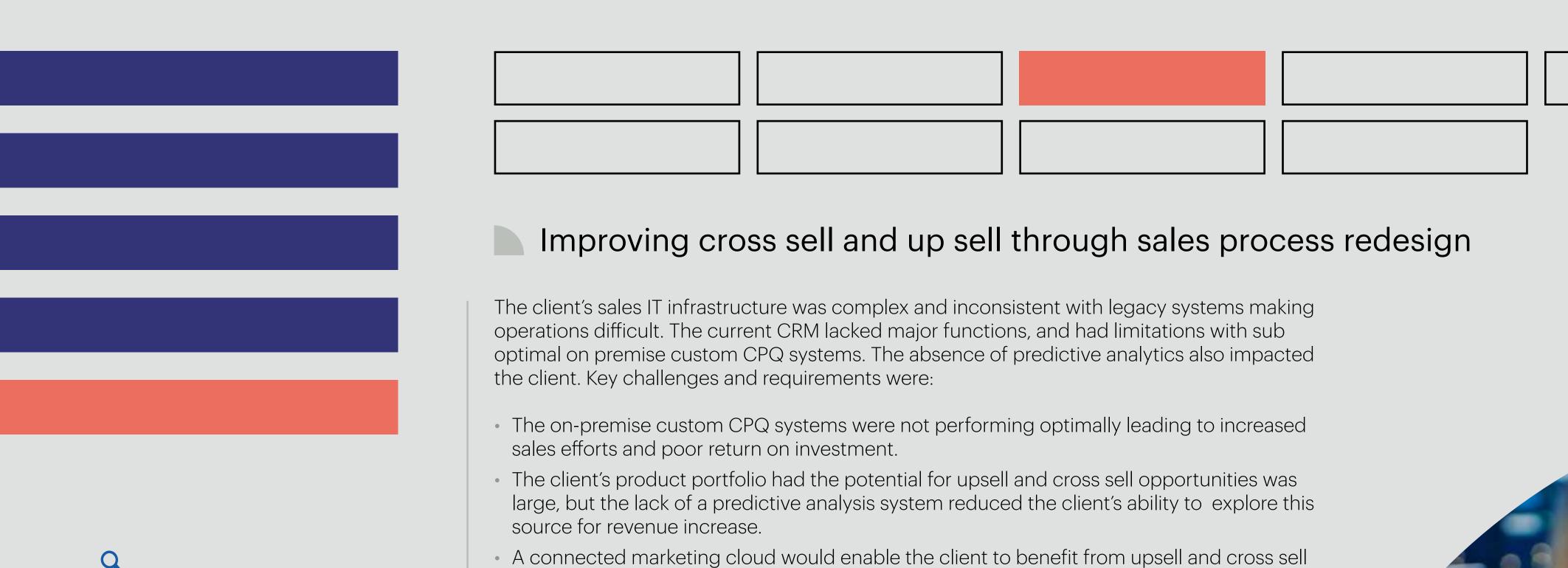






Salesforce Sales Cloud Salesforce CPQ Salesforce Einstein

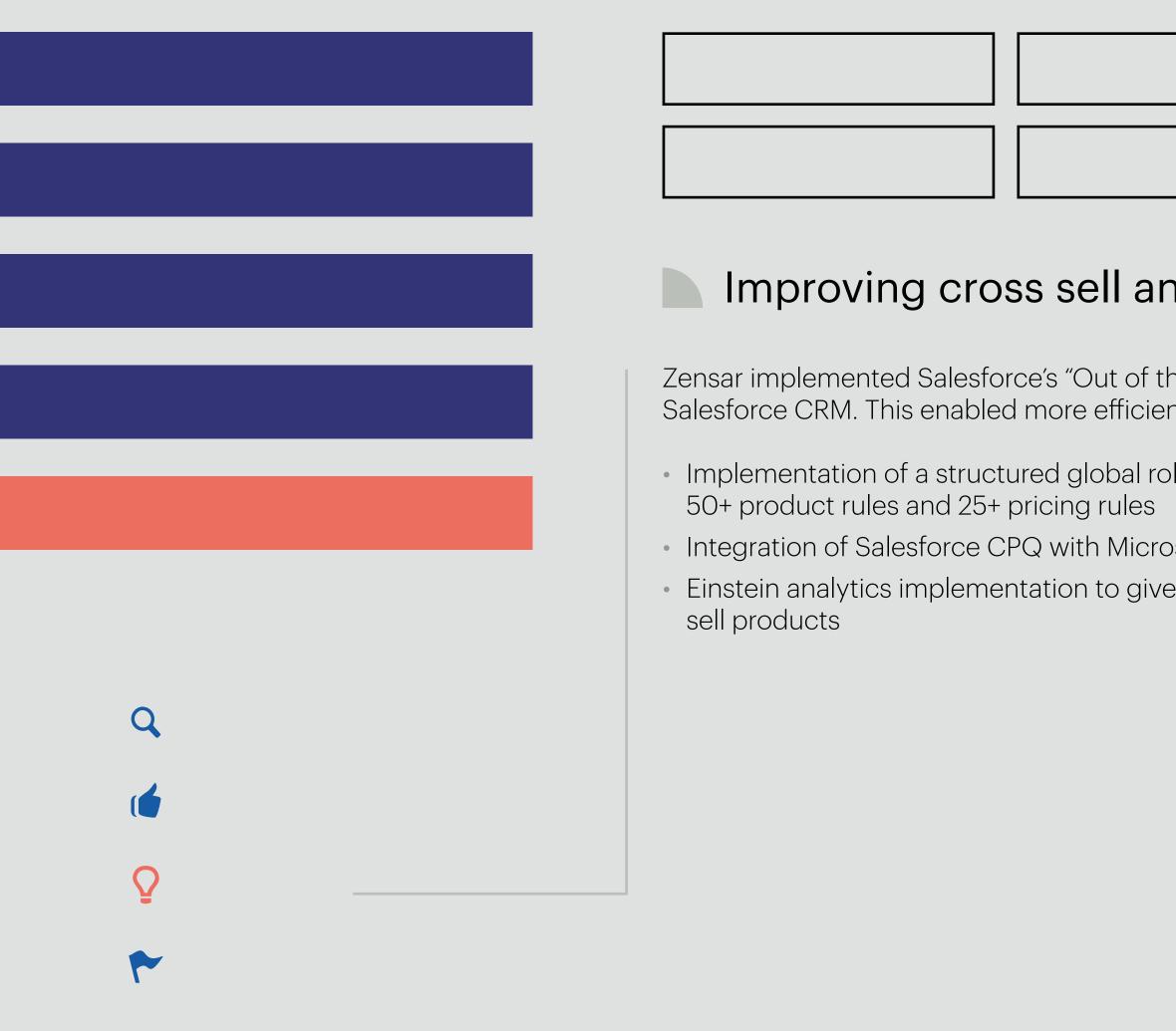




opportunities, increase revenue and improve ROI.



Salesforce Sales Cloud Salesforce CPQ Salesforce Einstein



Improving cross sell and up sell through sales process redesign

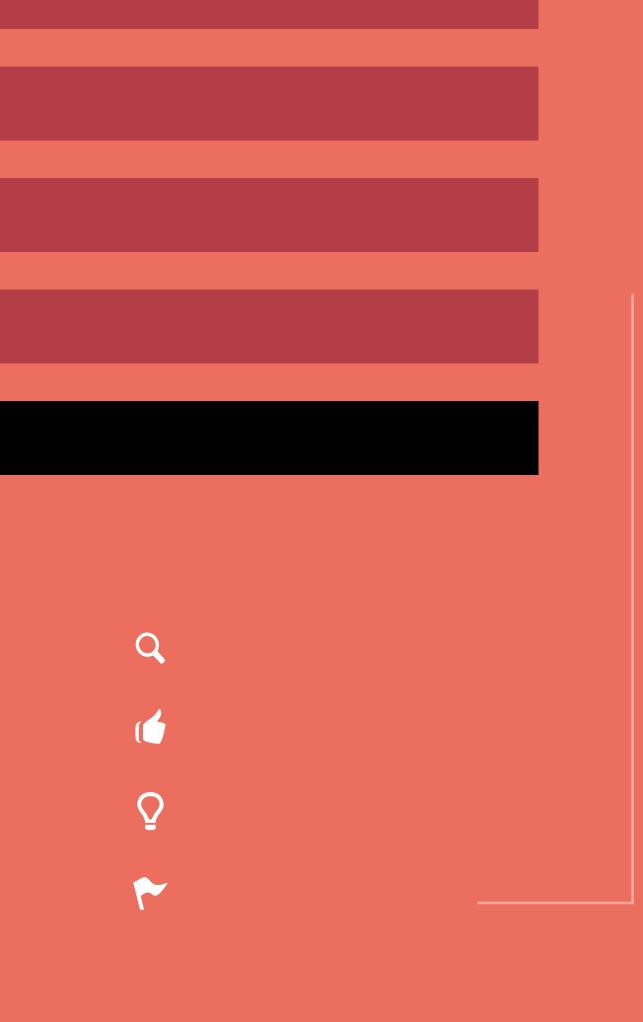
Zensar implemented Salesforce's "Out of the box" solution to seamlessly unify Marketing Cloud with Salesforce CRM. This enabled more efficient lead capture. Our efforts largely focused on:

- 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



Salesforce Sales Cloud | Salesforce CPQ | Salesforce Einstein





Improving cross sell and up sell through sales process redesign



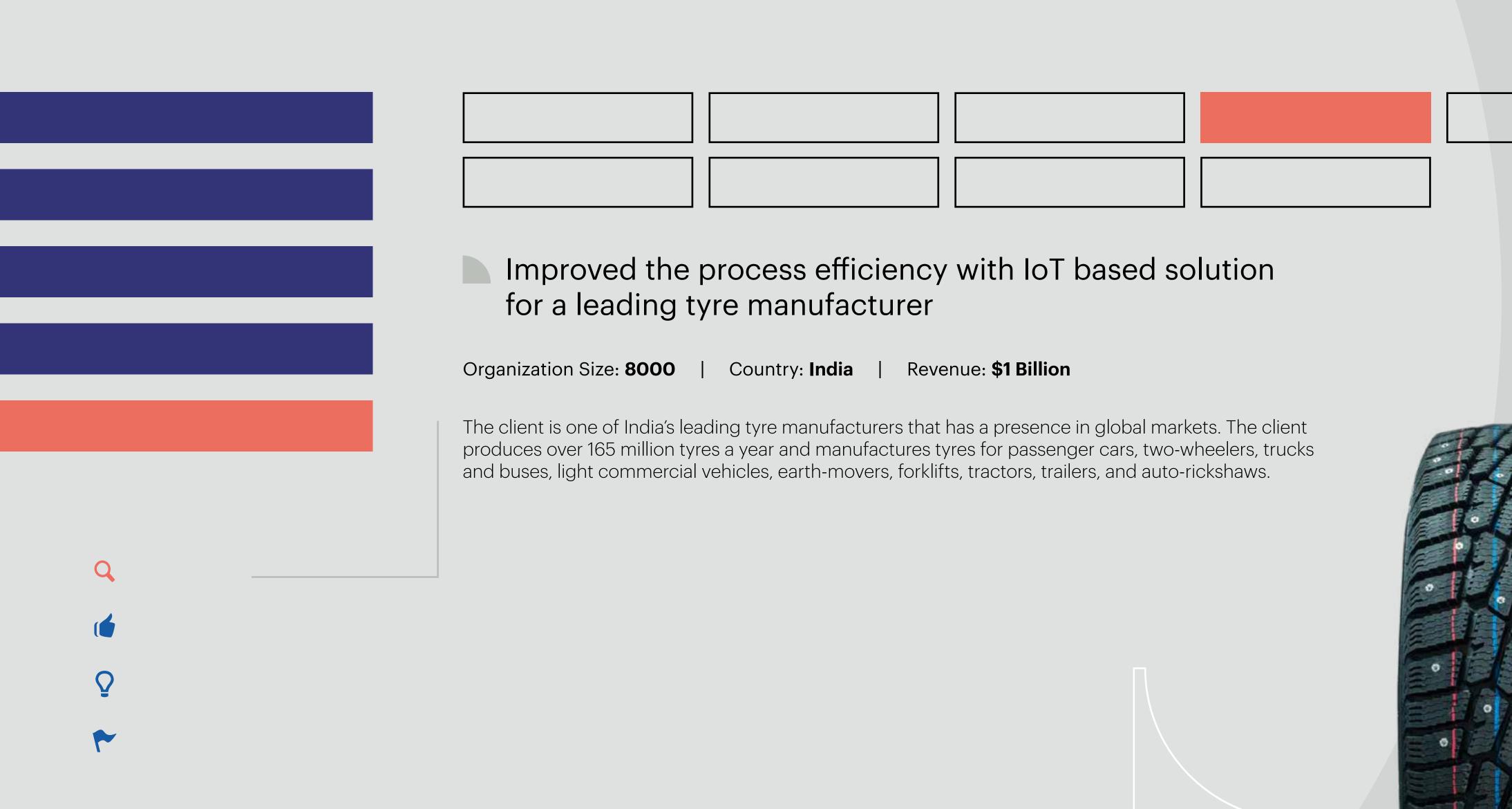
Shorter sales cycle

- 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

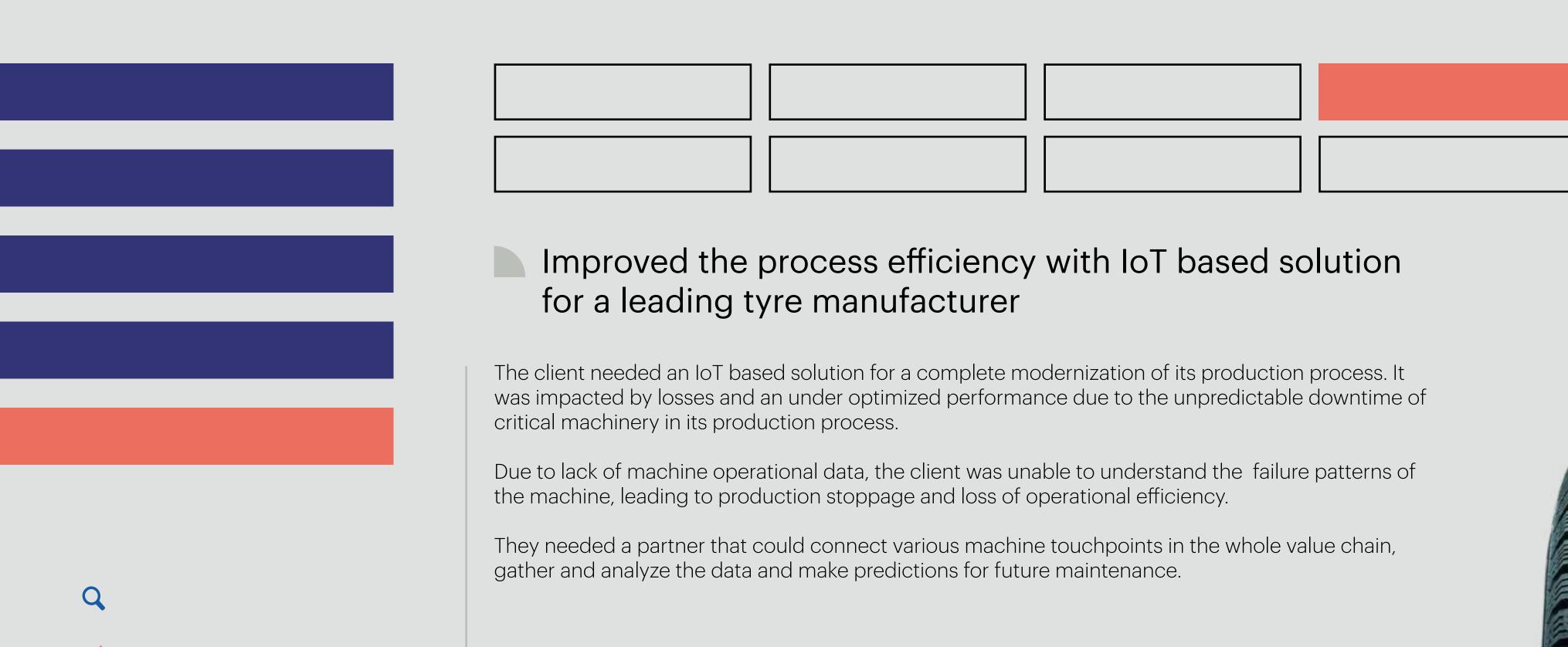
Salesforce Sales Cloud | Salesforce CPQ | Salesforce Einstein



Advanced Engineering Services

Advanced Engineering Services | MySQL







Advanced Engineering Services MySQL



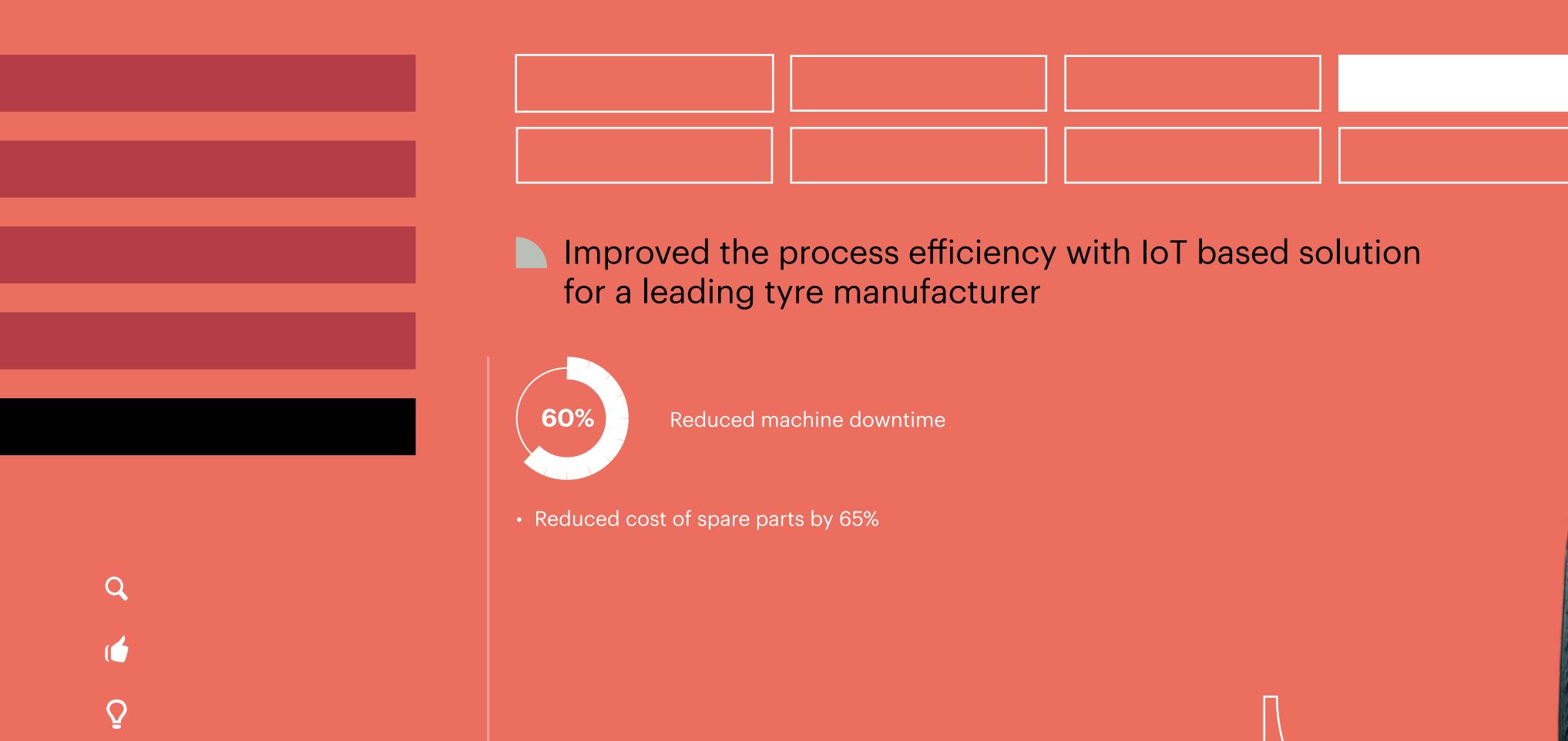
Improved the process efficiency with IoT based solution for a leading tyre manufacturer

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.

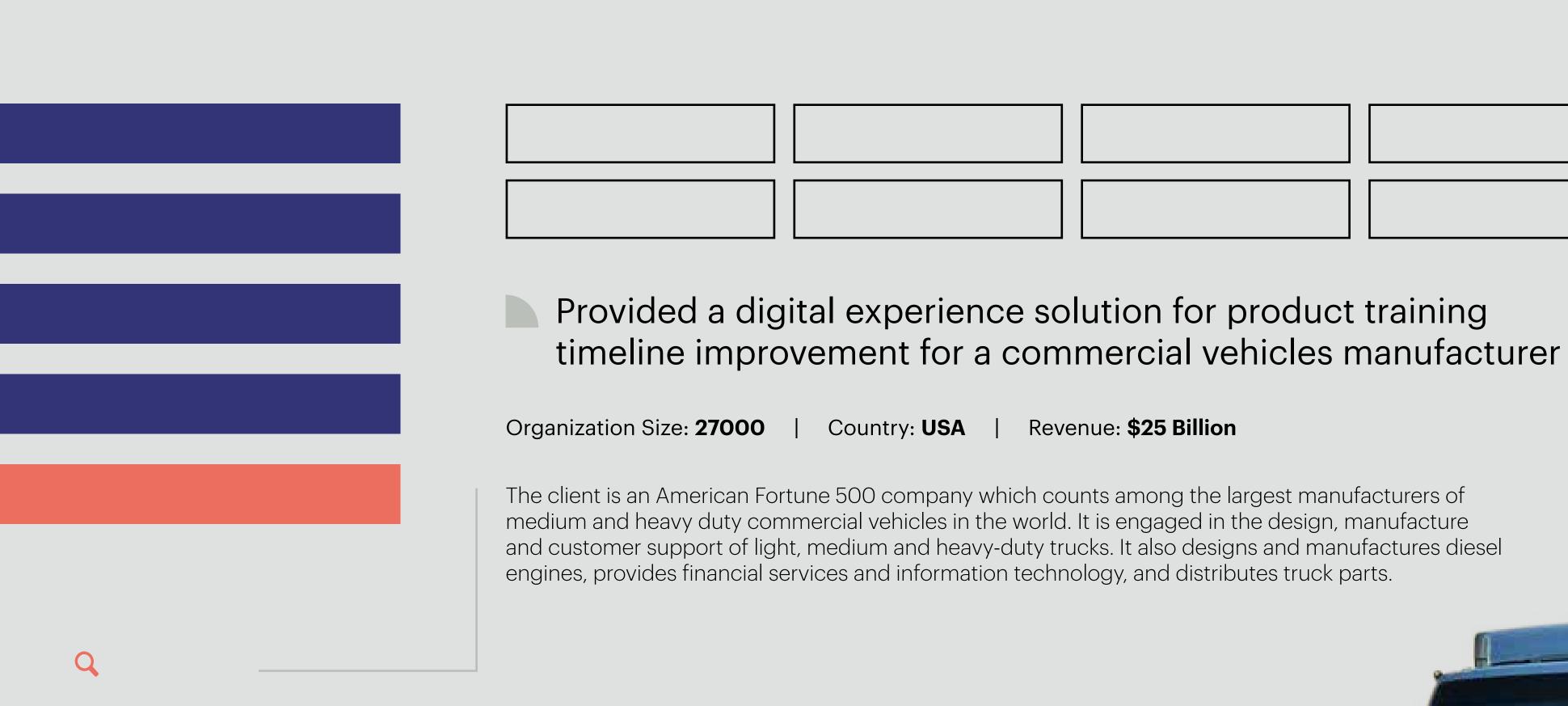
Advanced Engineering Services MySQL





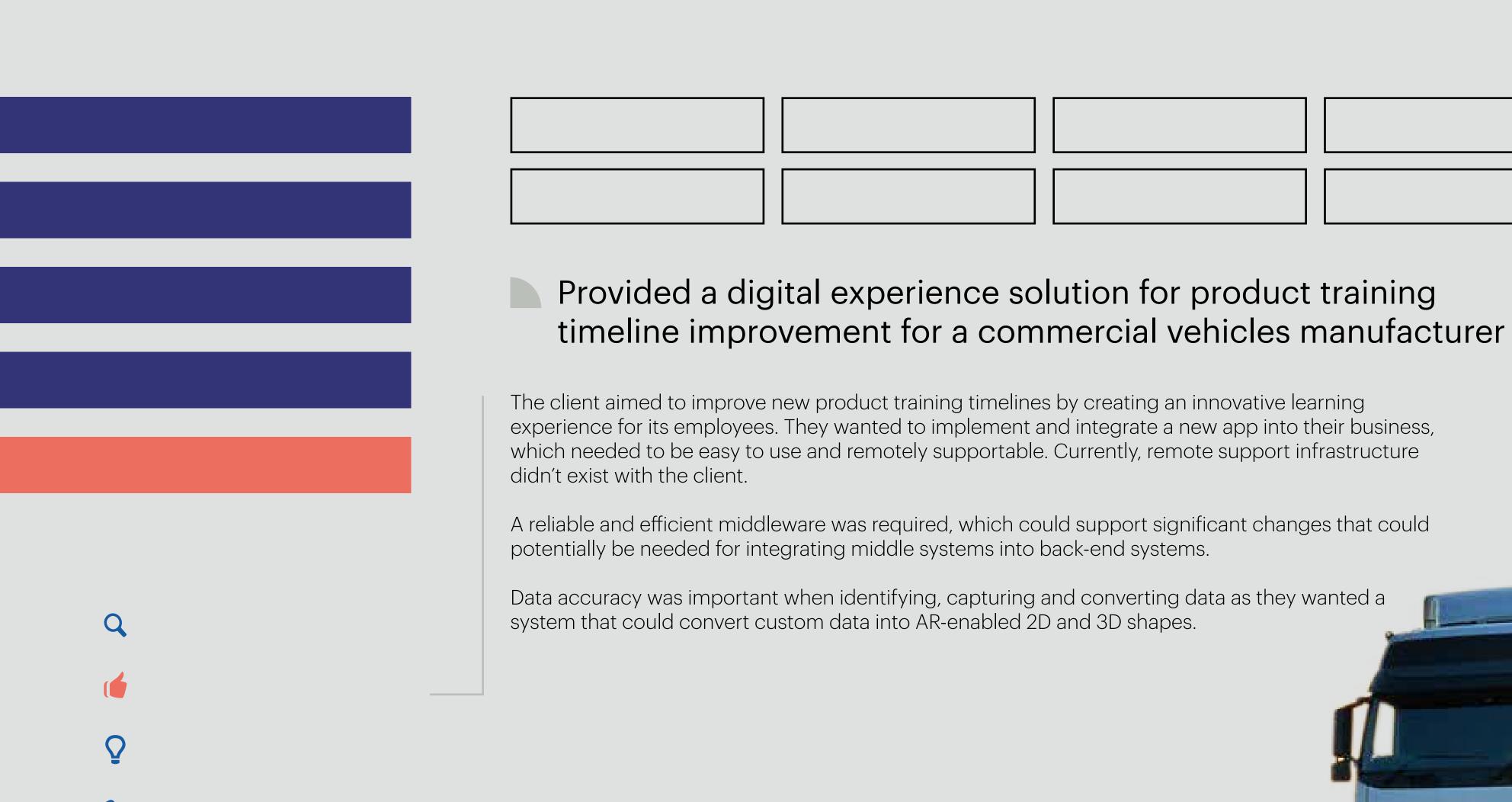






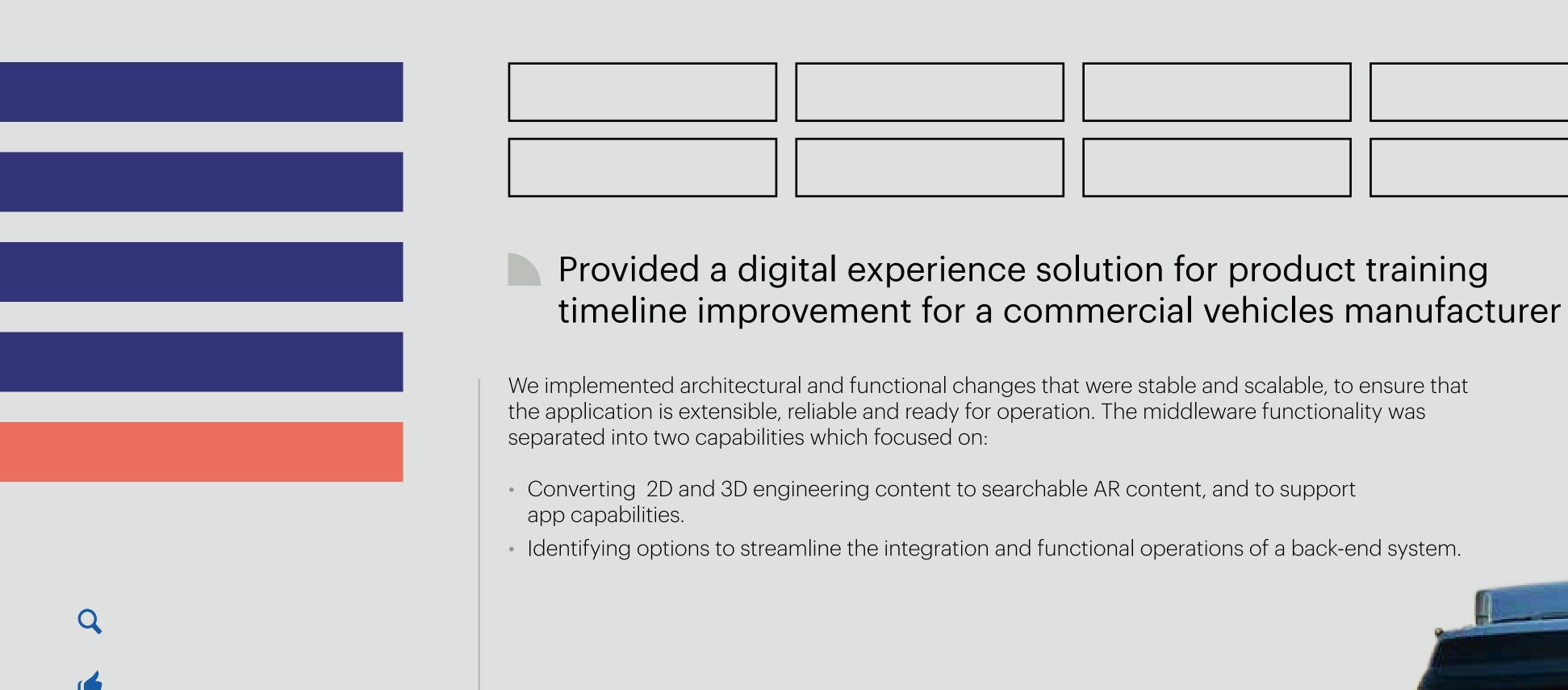
Advanced Engineering Services MySQL





Advanced Engineering Services/Experience Services

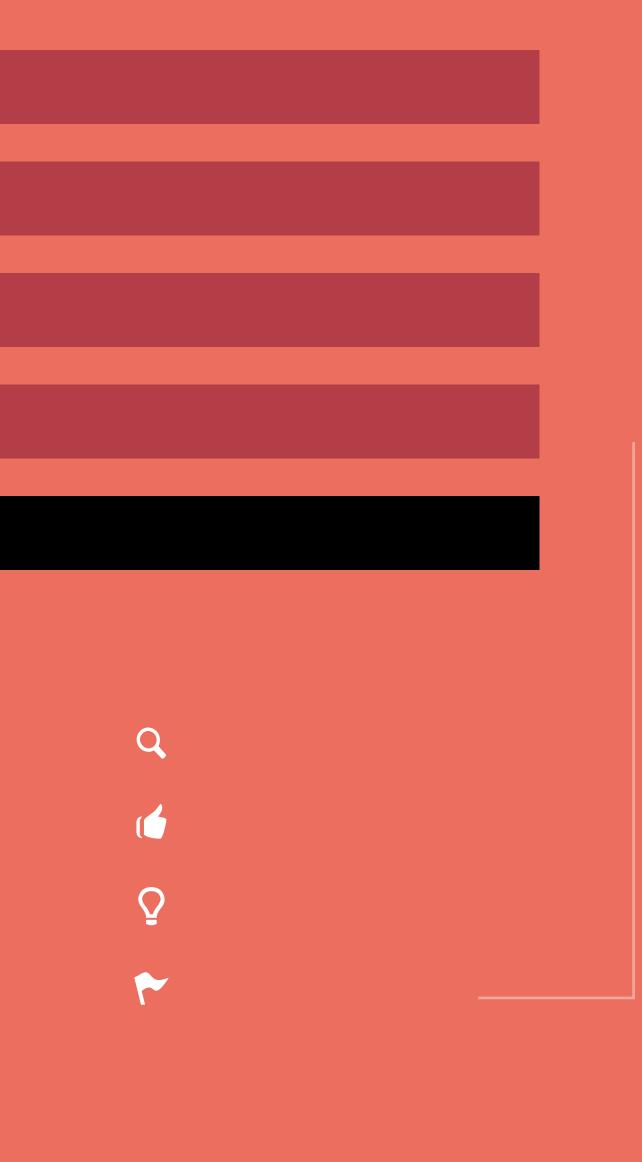
AR | VR

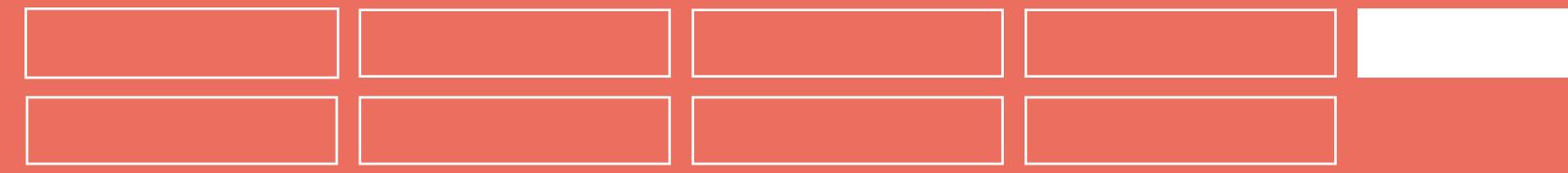




Advanced Engineering Services/Experience Services

AR | VR





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



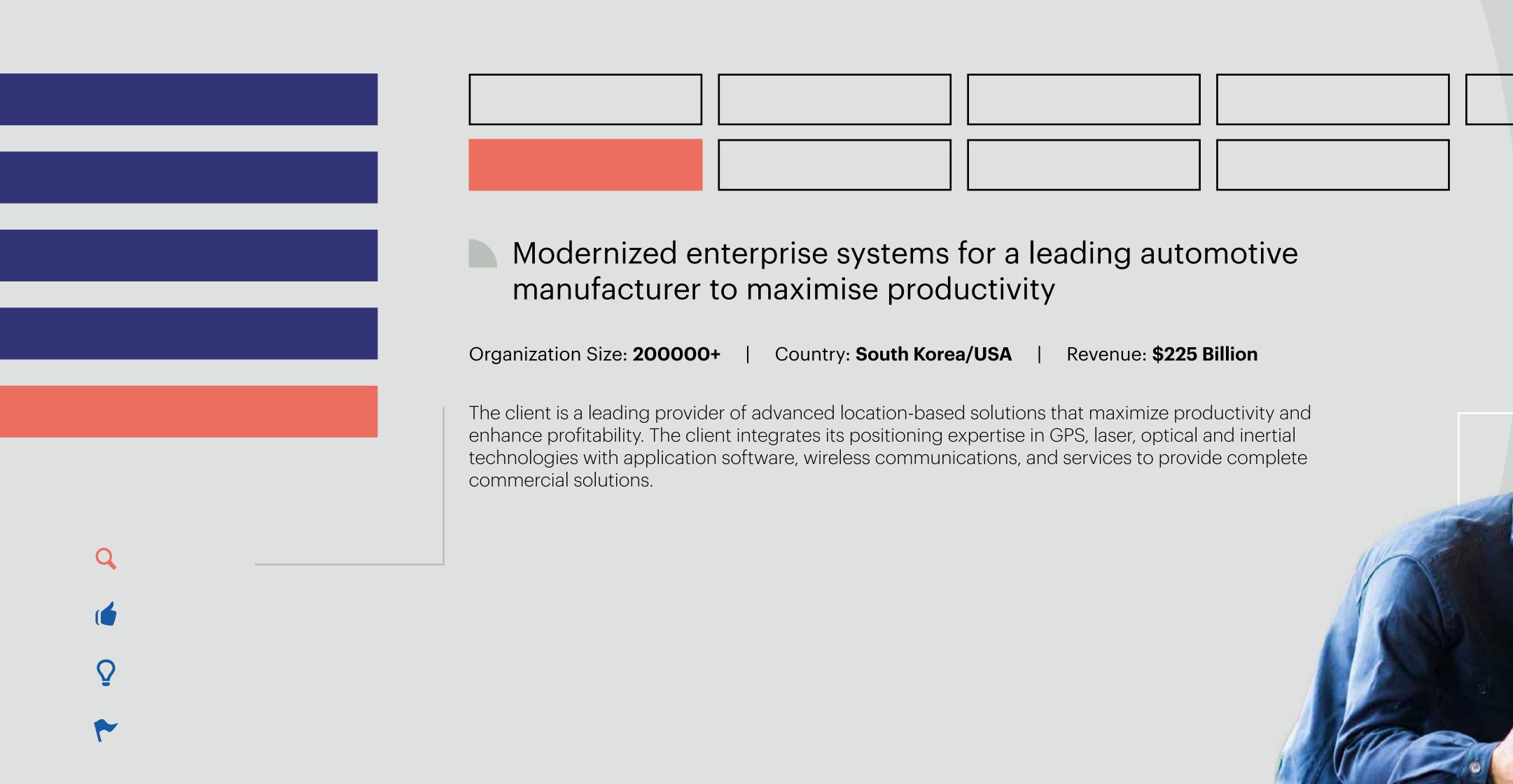
Faster go live time for new products

- 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



Advanced Engineering Services

.Net | Oracle AIA

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

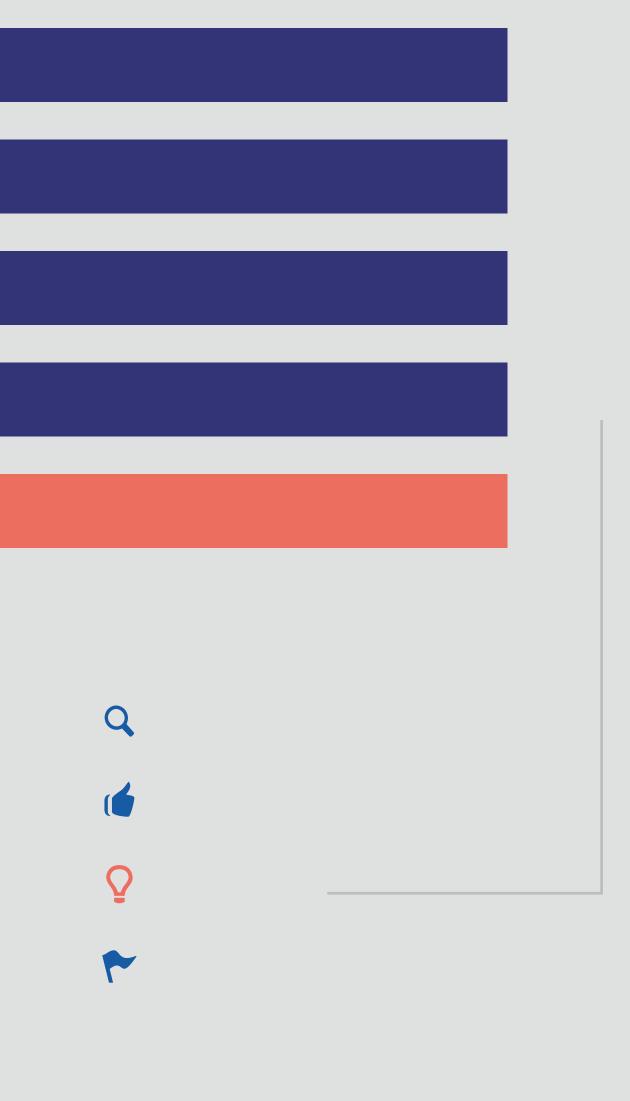
The client's IT department was not able to keep pace with new technology and faced the following challenges:

- 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

Oracle AIA



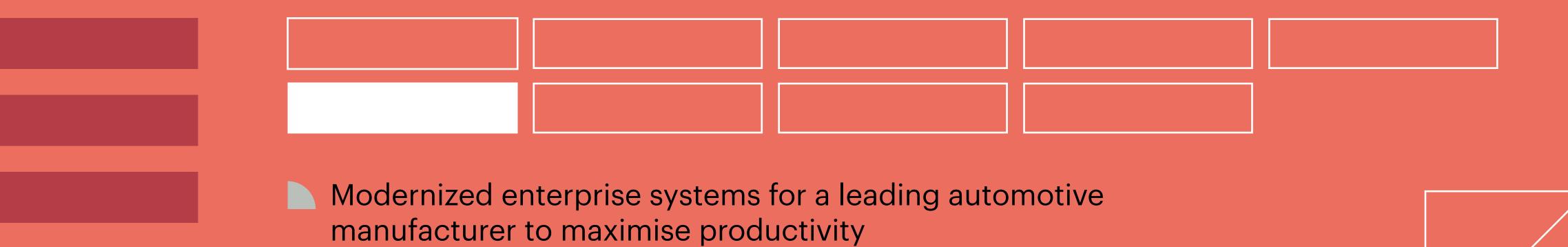
Modernized enterprise systems for a leading automotive manufacturer to maximise productivity

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

Oracle AIA



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



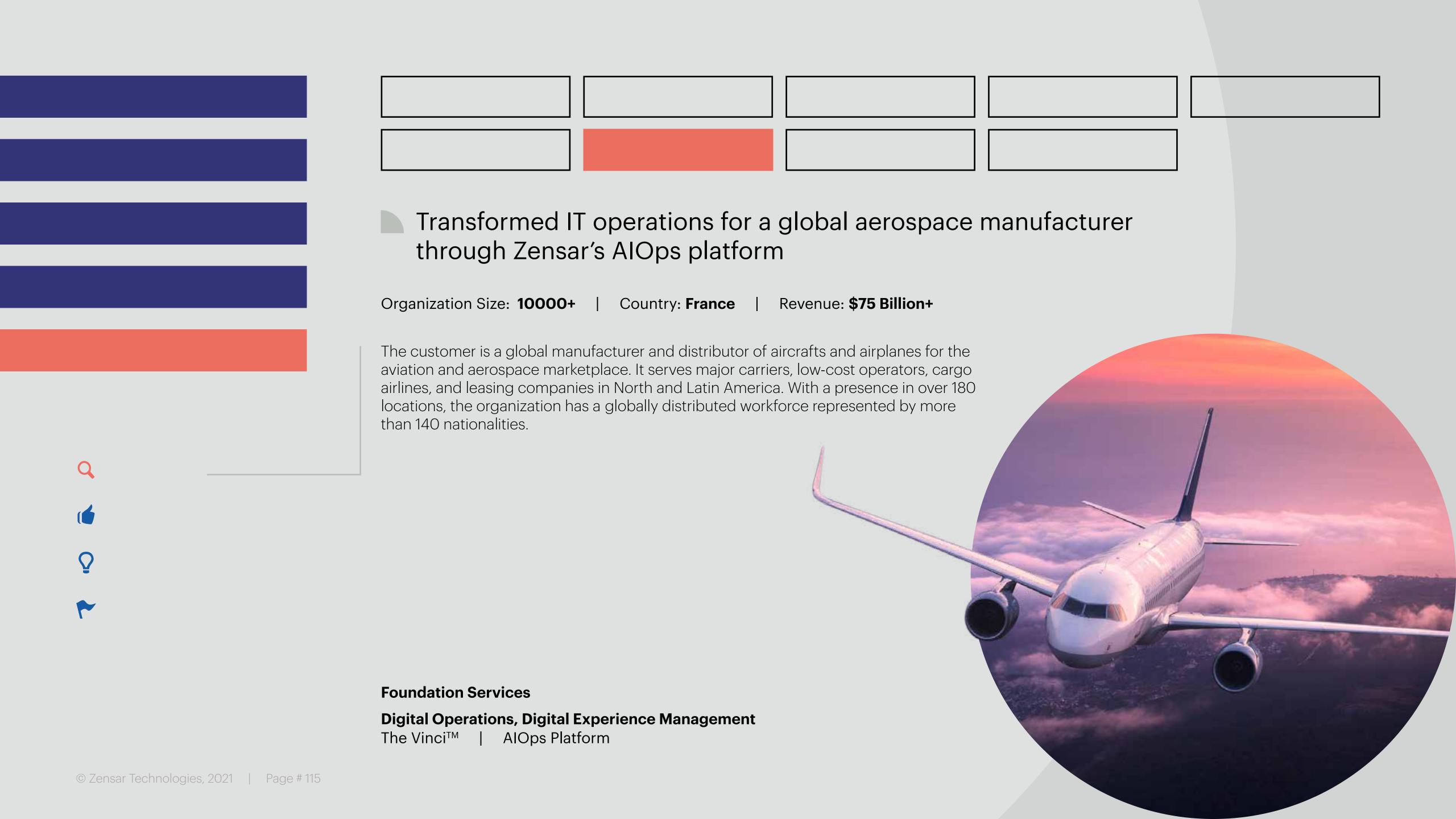
Advanced Engineering Services

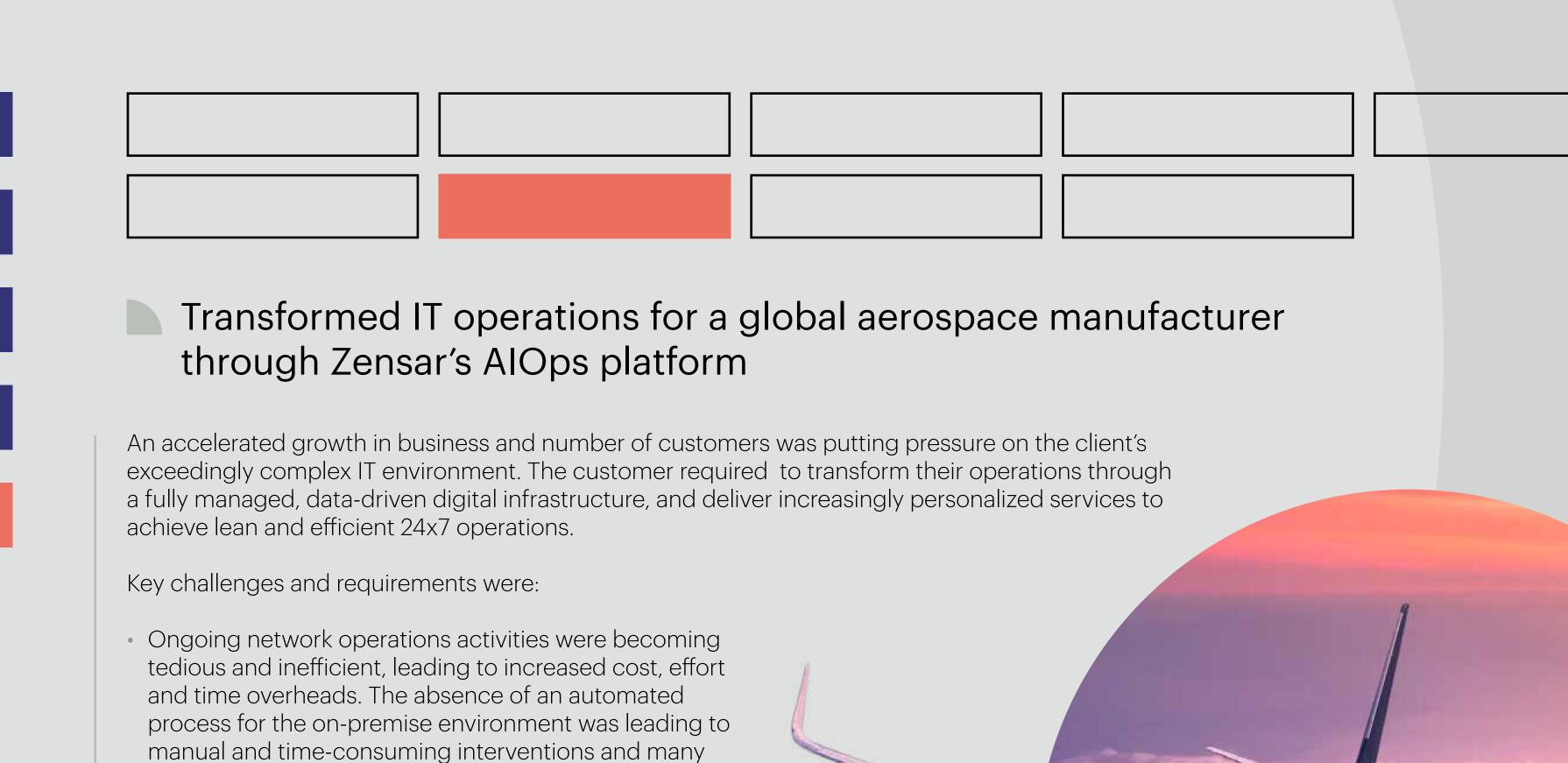
.Net | Oracle AIA

















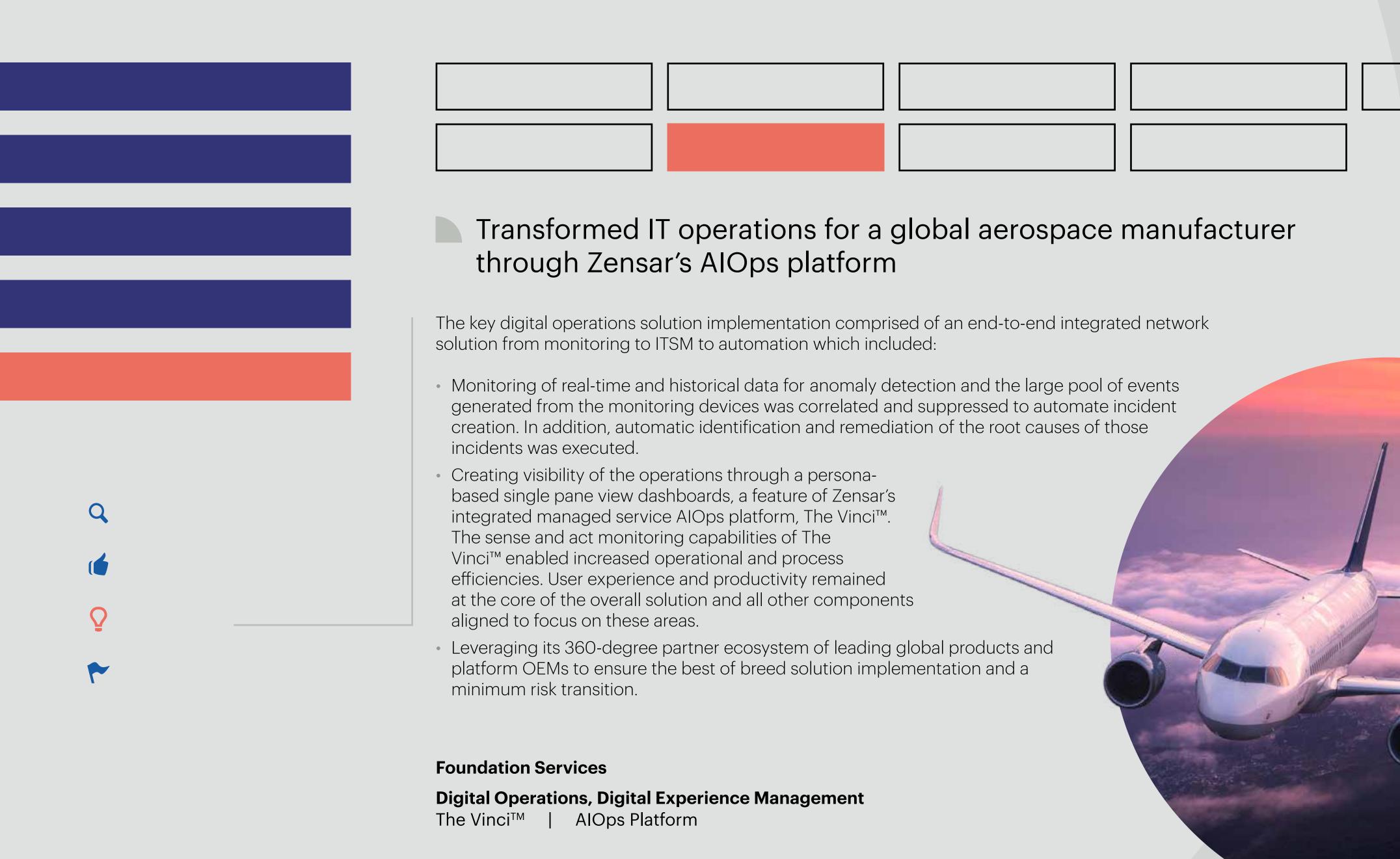


- human errors. Lack of process automation was also giving rise to event flood, delayed root cause analysis (RCA) and more issues with higher mean time to resolve (MTTR), which were major
- Over time the organization's IT environment had amassed a variety of third-party tools that added to the complexity. The business aimed at decreasing cost of managing incidents and condensing the number of false alarms.

Foundation Services

Digital Operations, Digital Experience Management AlOps Platform The Vinci™

hindrances to the client's productivity.

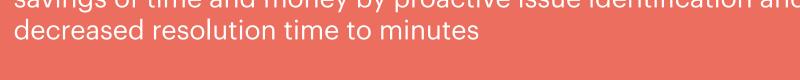






Reduction in MTTR since onboarding and decreased costs associated with performance problems

- 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



Foundation Services

Digital Operations, Digital Experience Management

The Vinci™ | AlOps Platform











Enabled a leading energy company to embrace digital innovation for enhanced business growth Organization Size: 1000 Revenue: **\$5 Billion** Country: **UK** 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.

Foundation Services

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

The Vinci™ | Connected Experience

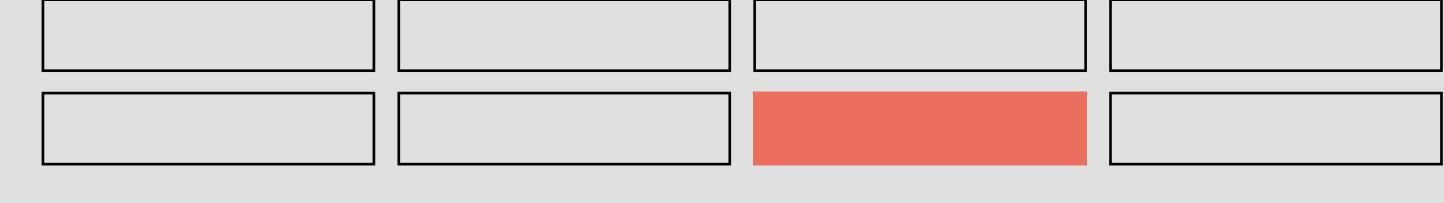












Enabled a leading energy company to embrace digital innovation for enhanced business growth

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.

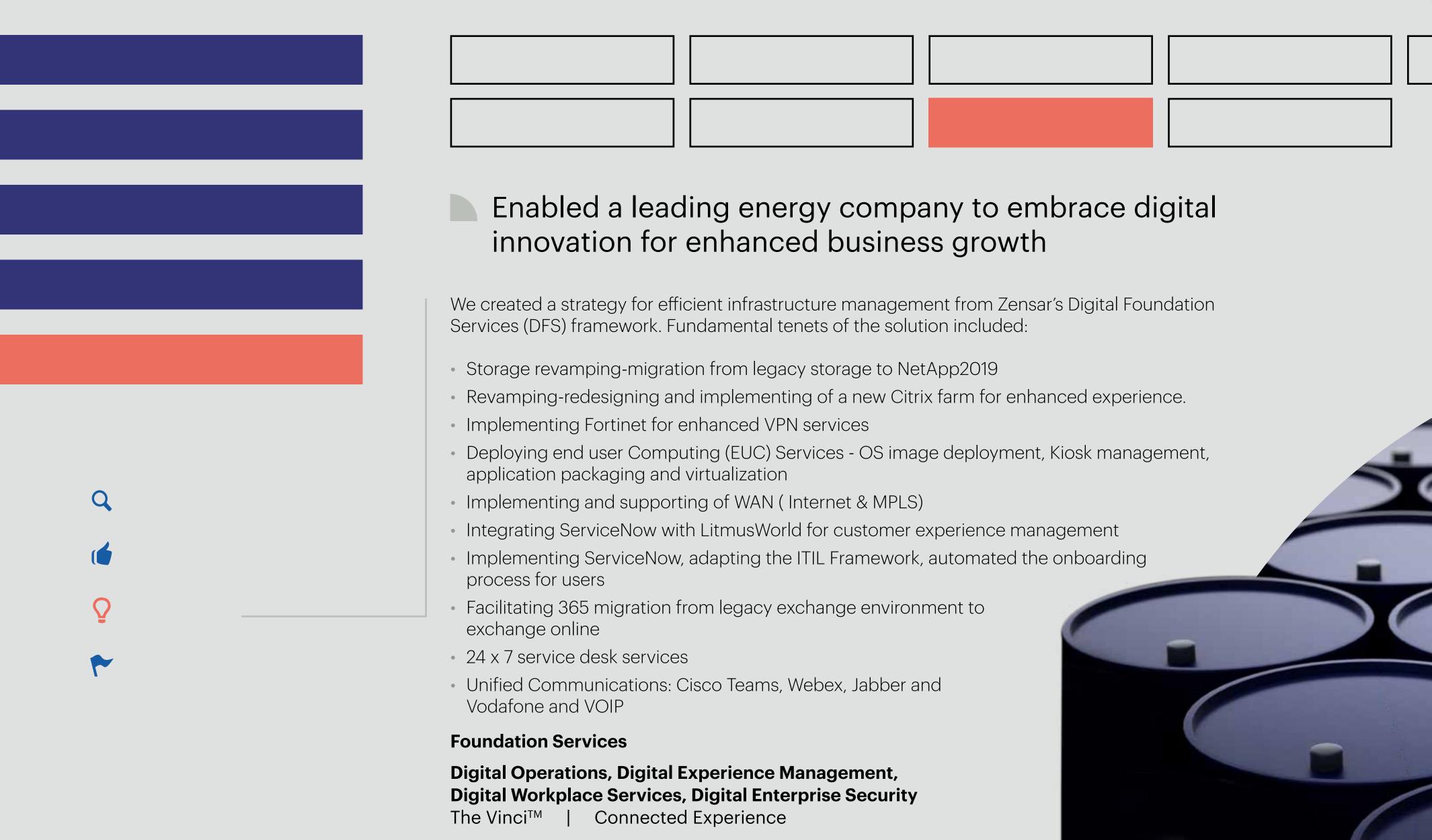
While striving to achieve their business goals, the customer faced some major challenges:

- 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**

Connected Experience The Vinci™





86%

Satisfied users with 100% visibility

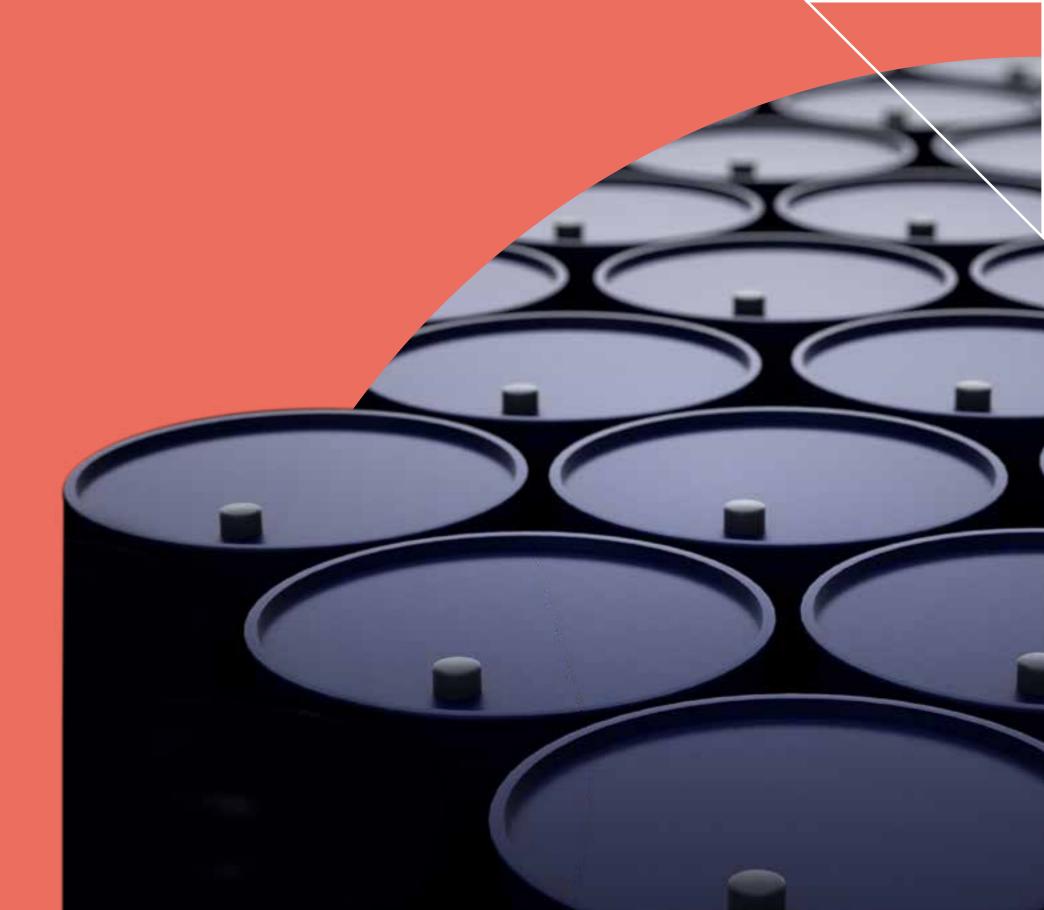
- End user CSAT at par with industry
- Significant savings in OPEX

Continuous 24x7 support

Foundation Services

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

The Vinci™ | Connected Experience





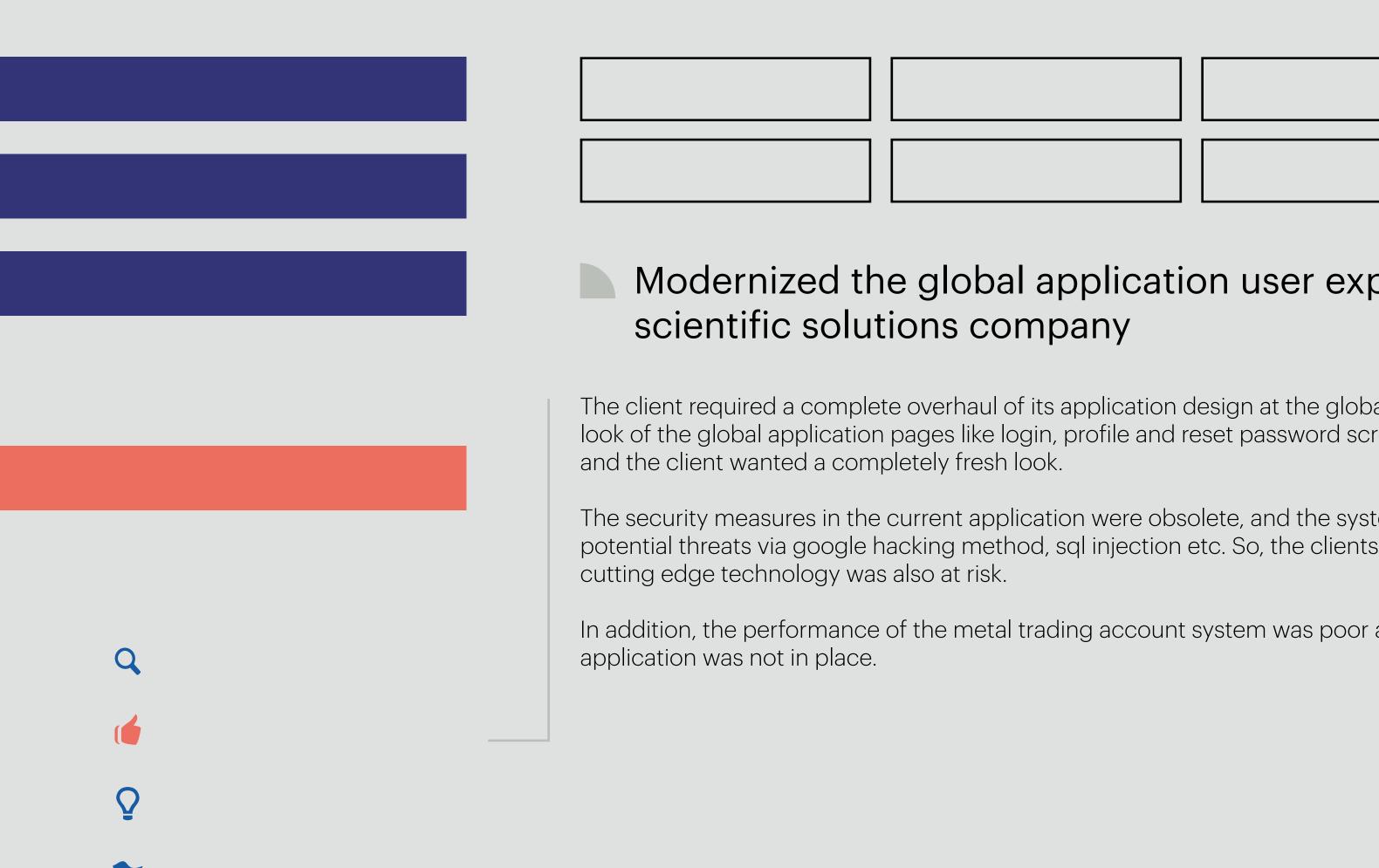
Modernized the global application user experience for a

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.



Experience Services, Application Services DevOps



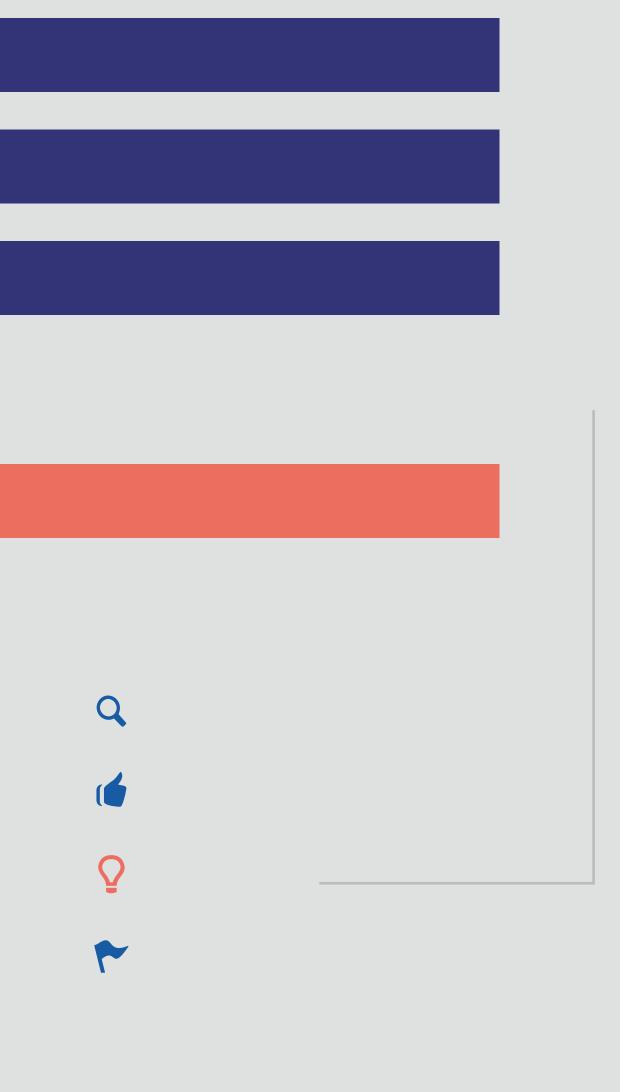
Modernized the global application user experience for a

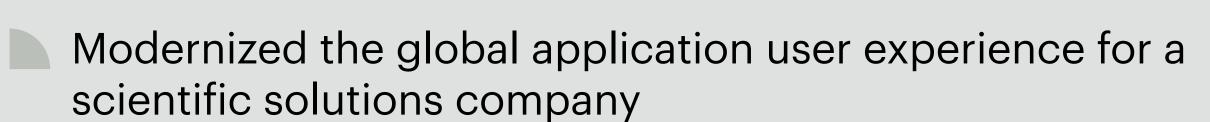
The client required a complete overhaul of its application design at the global level. The design and look of the global application pages like login, profile and reset password screens etc was outdated

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

In addition, the performance of the metal trading account system was poor and the baseline for eJM

Experience Services, Application Services DevOps



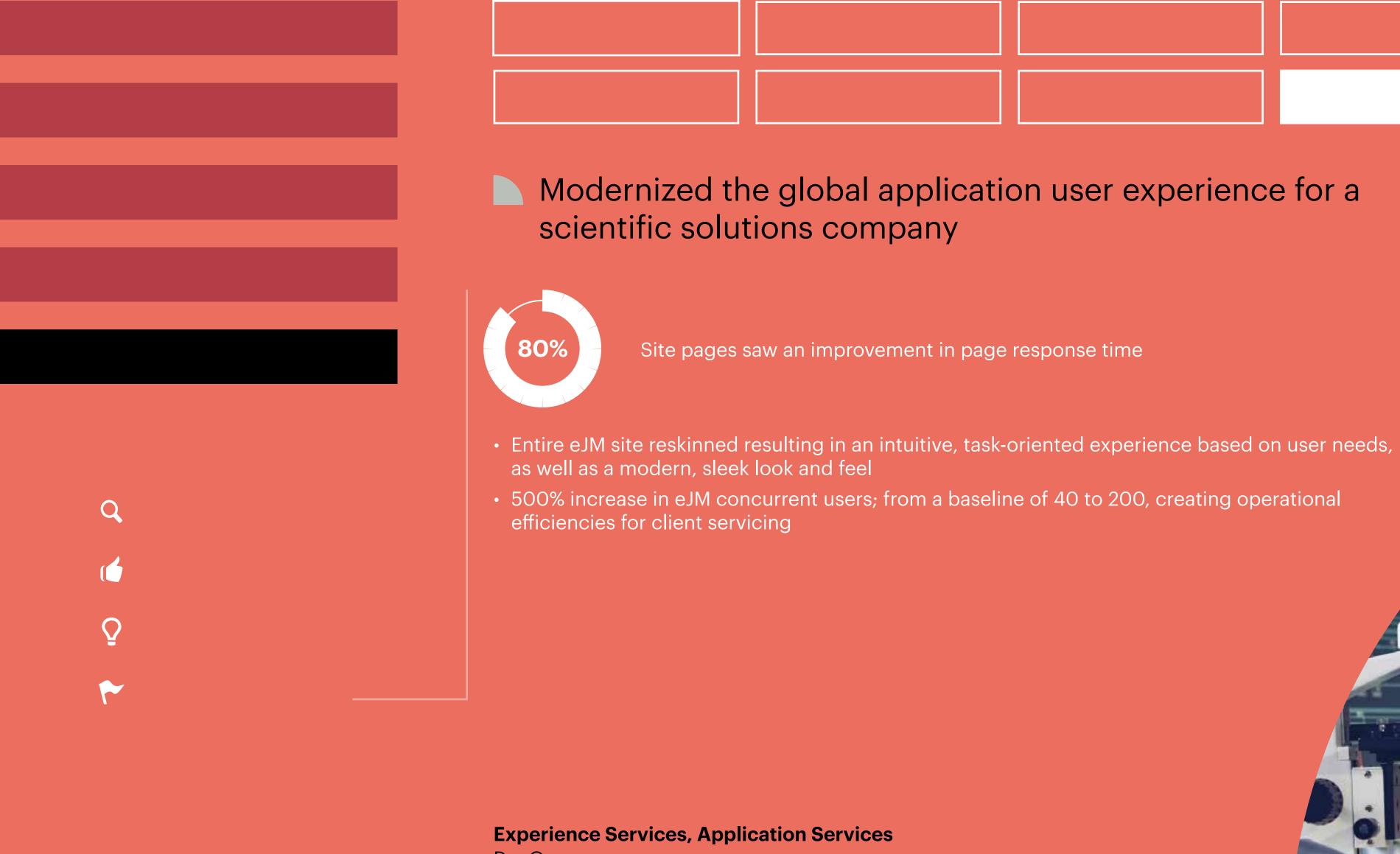


We rolled out a completely new design for the client, including a new desktop UI for the entire site. The security vulnerabilities in the site were identified in the vulnerability and penetration testing, and appropriate fixes were performed apart from other solution roll outs like:

• 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



DevOps



At Zensar, we're 'experience-led everything.' We are committed to conceptualizing, designing, engineering, marketing, and managing digital solutions and experiences for over 145 leading enterprises. Using our 3Es of experience, engineering, and engagement, we harness the power of technology, creativity, and insight to deliver impact.

Part of the \$4.8 billion RPG Group, we are headquartered in Pune, India. Our 10,000+ employees work across 30+ locations worldwide, including Milpitas, Seattle, Princeton, Cape Town, London, Zurich, Singapore, and Mexico City.

For more information, please contact: info@zensar.com | www.zensar.com

