

zensar



Enabling Manufacturers to be Enterprise 4.0 Ready

Zensar's Manufacturing offerings

📌 #ThinkVelocity@HTM

Pitfalls of Conventional Manufacturing



Capitalizing of Shop Floor Data to create a **truly connected production line**



Analyzing and aggregating data collected from smart machines to turn into meaningful actions.



Outdated or **Legacy systems/technologies** hindering operations and the workforce managing them



Implementation of **Automation and Robotics** in Manufacturing to increase efficiency and cut cost



Real time and granular **supply chain visibility** for a better customer experience

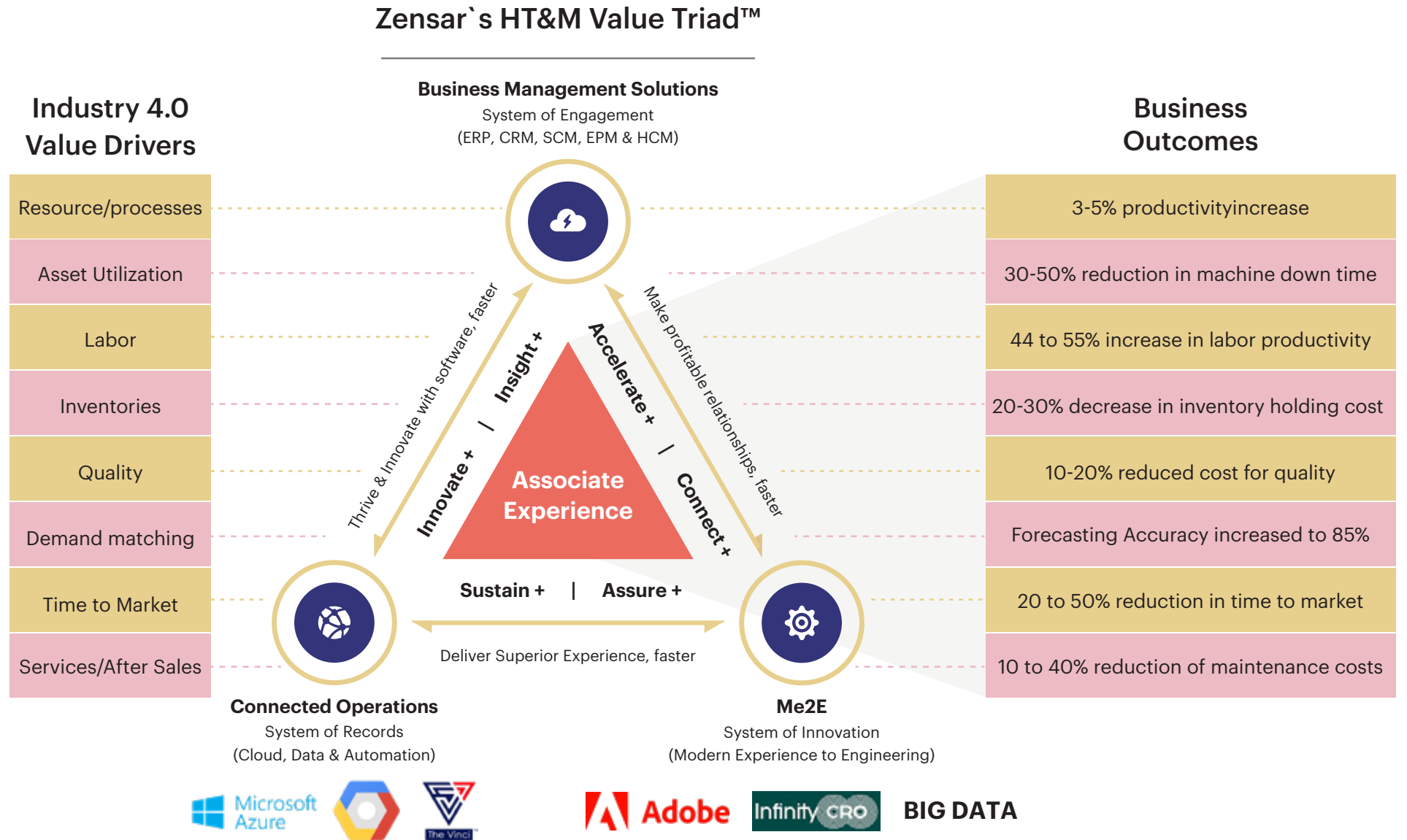


Cybersecurity threats and data breach exposing confidential business data

Solving Challenges

Our Vision for HT&M industry

Leveraging our deep industry experience we have identified 8 industry 4.0 value drivers. The HT&M triad acts on these levers to achieve best in class outcomes. The triad forms the pillars of digital transformation which will help you accelerate your business.



Service Catalog



Experience Services

Seamless delivery of strategy, design, prototype, and production of customer experience (CX) platforms and products



Advanced Engineering Services

Cloud-native, full-stack, high-velocity advanced engineering services to address business-critical digital needs



Data Engineering and Analytics

Expert services addressing full gamut of increasingly cloud-based big data needs for customers, advanced analytics, and AI/ML services



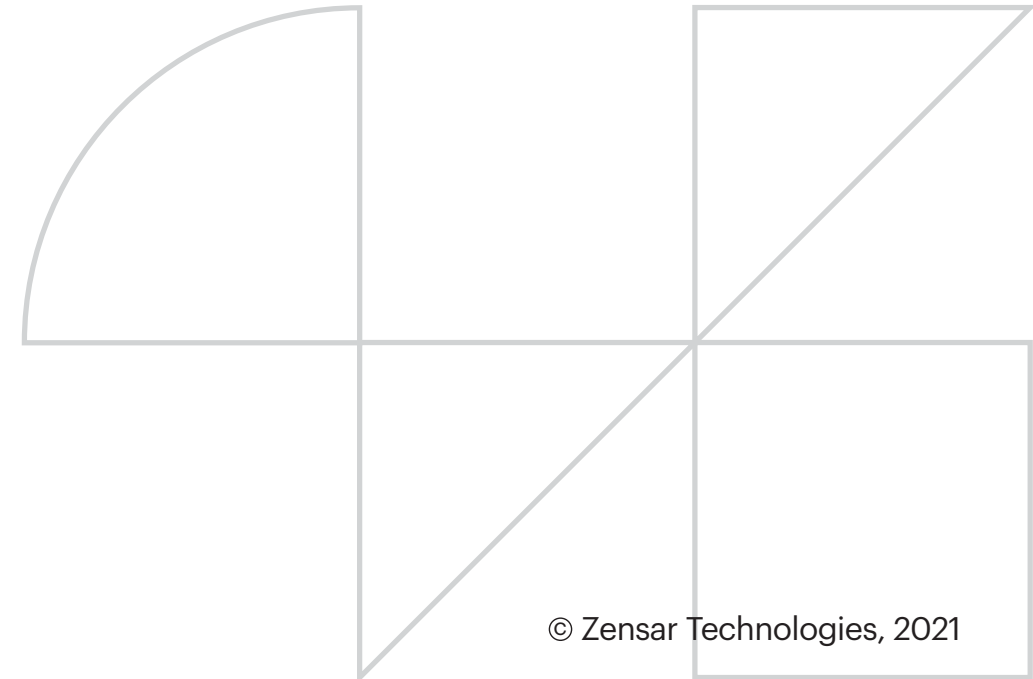
Application Services

Full-lifecycle services addressing application management needs of larger organizations



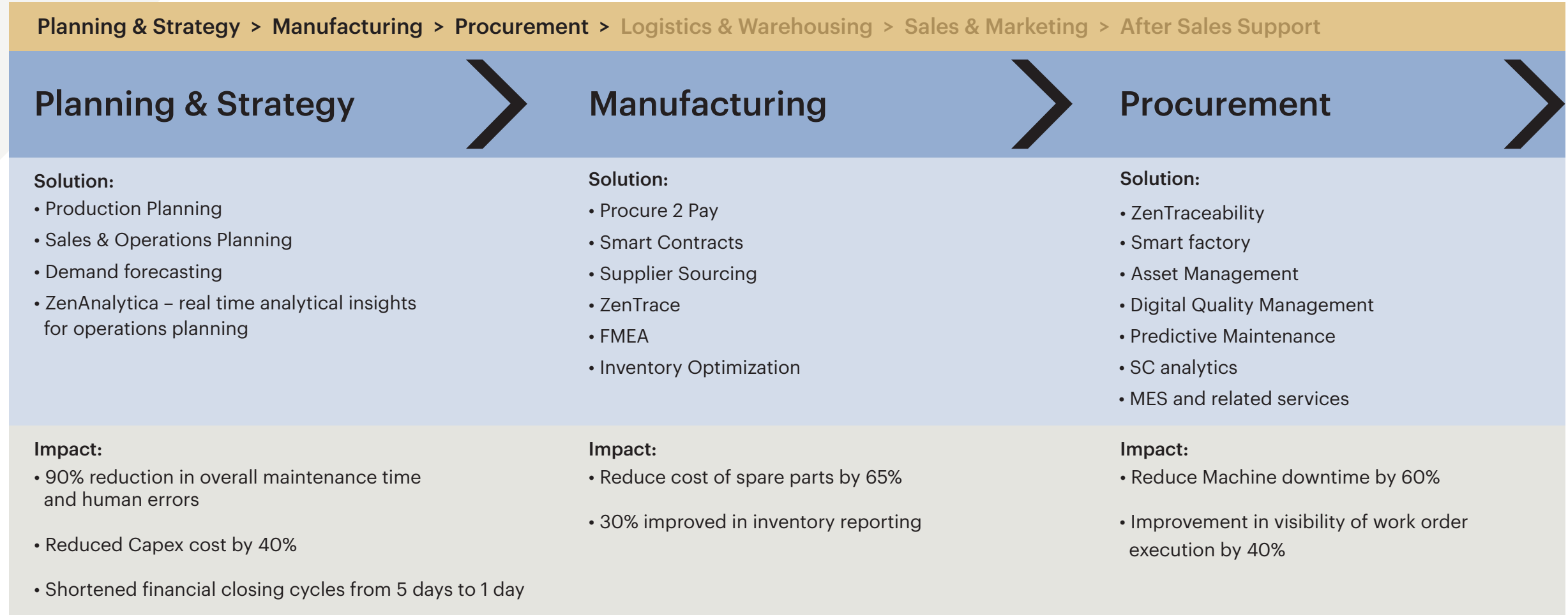
Foundation Services

Help enterprises design, create, and maintain their infrastructure. Provide an interconnected foundation for digital transformation



Accelerating your servitization journey

End-to-end solutions for your entire value chain



Accelerating your servitization journey

End-to-end solutions for your entire value chain

Planning & Strategy > Manufacturing > Procurement > Logistics & Warehousing > Sales & Marketing > After Sales Support

Logistics & Warehousing

Solution:

- Digital Asset Tracking and Management
- Warehouse Management
- Transportation Management
- 3-PL Supplier Engagement for return traceability
- E2E reverse logistics

Impact:

- Increase in operational efficiency by 30%
- 30% Faster warehouse operations & shipments
- 75% reduction of on-premise incidents

Sales & Marketing

Solution:

- Customer 360 insights
- Return on Digital Marketing
- Sales & Marketing Analytics
- CRM implementation
- ZenCMO – Marketing dashboard
- Order 2 Cash, Pricing, Invoicing

Impact:

- 25% shorter Sales Cycle
- Achieved 85% faster customer response time
- 15% increase in Channel Sales

After Sales Support

Solution:

- Intelligent Service Management
- Service Supply Chain
- Service Analytics
- Preventive Asset Maintenance
- Partner Relationship Management Platform

Impact:

- Reduce cost of IT support & professional services by 35%
- 20% increase in partner sales growth



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. Fortune 100 manufacturing Company



Success Stories



Semiconductor

Reduced TCO by upgrading ERP for a semiconductor supplier

- Upgraded peripheral ERP systems, to new compatible versions.
- Performed end-to-end testing of the business processes using Zensar's Intelligent Platform for E2E Test Automation.
- Improved performance & speed by **30%**
- **75%** reduction of on-premise incidents.
- Reduced the TCO by **30%** using S/4 HANA.



Industrial Manufacturing

Improved Cross Sell and Up Sell through Sales Process Redesign

- Implemented Salesforce's "Out of the box" solution to seamlessly unify Marketing Cloud with Salesforce CRM.
- Implemented Einstein analytics to give recommendations to upsell and cross sell products, in increasing customer retention, customer satisfaction by upto **50%**.
- **25%** shorter Sales Cycle.



Automotive Manufacturing

IOT Solution improving efficiency for a leading tyre manufacturer

- Developed a real time monitoring solution connecting **170** IOT touchpoints.
- Enabled predictive maintenance through machine condition monitoring.
- Enabled Edge analytics of machine data via "blocking", working with Wonderware MES.
- Reduced machine downtime by **60%**.
- Reduced cost of spare parts by **65%**.



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.** Leading US-based global medical aesthetic device company



Success Stories



Aerospace Manufacturing

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

- Implemented end-to-end integrated network solution from monitoring to ITSM to automation.
- Integrated managed service AIOps platform, The Vinci™, that enabled increased operational and process efficiencies.
- **92%** reduction in MTTR.
- **42%** improvement in employee productivity.



MedTech

Integrated IoT Analytics Platform on MS Azure for a leading MedTech Enterprise

- Built a solution on the MS Azure platform, integrated IoT data with sales & service data from Salesforce.
- Data modeling was done considering future scalability.
- Visibility of IoT data **24x7** & across the globe.
- **70%+** improvement in performance of reports.



Electronics

Reimagining Global Supply Chain for a Fortune 50 Client

- Developed an optimized and simplified platform for the client's OEM partners.
- **50%** drop in partner on-boarding time
- Enabled through multiple touch points.
- Provided real-time automation for predictive & preventive maintenance.
- **1200k** work orders per fiscal year were handled by the platform.

Breaking away from the pack

Zensar's pivot to "Inventive Integrator" for Manufacturing Industry

Best-in-class Solutions	Deep Partner Ecosystem	Culture
Airlabs Digital Innovation Platform	GOLD PARTNERSHIPS	100% Living Digital
Proprietary Verticalized Solutions		Contractual & Engagement Flexibility Coinvesting in Customer Success
Partner Inclusive Supply Chain Platform		Sustained Engagement Avg 12+ Yrs /Customer with partnership, transparenc, ownership
Domain Centric Analytics		
Enabling Enterprise 4.0		
US Focused G-Local Presence Delivery Centers in US, UK, SA, INDIA & in 27 countries	Industry Solutions Group Dedicated RFP Team responsible for customer success	50+ Customers[80% F-500] enabled by transforming end to end experience
		9+ CSAT Score Average customer satisfaction for HTM customers in FY21

Awards and Recognition



Recognized as Disruptor in Applied AI and Advanced Analytics RadarView 2021

Recognized as Disruptor in CX and CRM RadarView 2020-2021



Recognized as Star Performer and Major Contender in Everest Group's Application and Digital Services in Life and Annuities PEAK Matrix® Assessment 2021

Recognized as an Aspirant in System Integrator (SI) Capabilities on Amazon Web Services and Microsoft Azure Services PEAK Matrix® Assessment 2021



Recognized as a niche player in 2020 Gartner Magic Quadrant for Data Center Outsourcing and Hybrid Infrastructure Managed Services, North America

Mentioned in Gartner Digital Commerce Vendor Guide, 2020



Winner 2021 : Winner in the Cloud Consultancy/MSP of the year



Winner 2021: Zensar's The Vinci wins under the AI Powered Innovation for Enterprise category



Winner 2021: Winning Edge in Digital Transformation brought by CFO



Winner 2021: Foolproof won the prestigious BIMA10 for VR mass casualty training experience



Winner 2021: IndigoSlate was the gold winner of the 39th Annual American Advertising Awards



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

