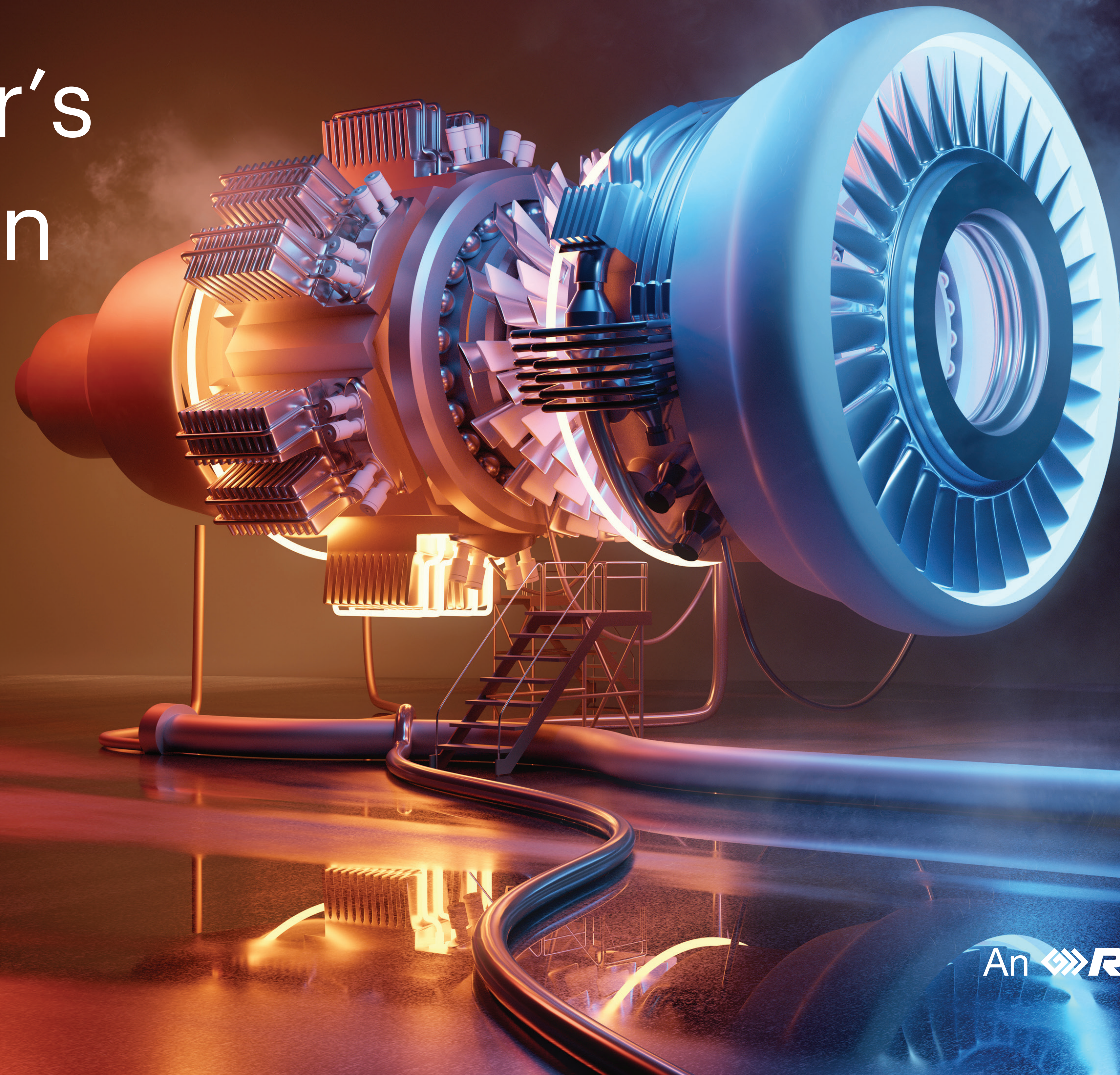


Aircraft Manufacturer's Digital Transformation Takes Off Smoothly

■ Case Study





Overview

Optimizing IT service delivery

An aerospace leader that manufactures commercial aircraft and helicopters acquired a majority stake in a small-to-medium aerospace manufacturing company. The acquisition necessitated an integration of the IT ecosystems of both entities, which Zensar enabled by designing the architecture and constructing large-scale network connectivity.

As the client's technology partner, our next assignment was to optimize IT service delivery, preparing the groundwork for accelerated digital transformation.

Zensar's brief:

- Enable personalized services to achieve lean and efficient 24x7 operations.
- Find and fix critical issues efficiently while cutting down the number of false alarms.

Beyond the brief:

Guided by our commitment to "experience-led everything," we ensured that our focus was not just on technology, but more importantly, on the people who use it.



Challenges

Need for greater IT agility

The client's IT department was keen to address several inefficiencies that were affecting productivity:

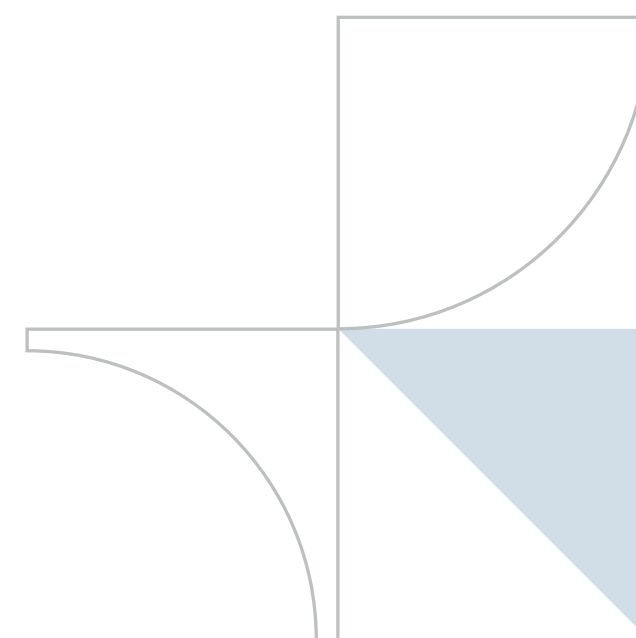
- Complex IT environment with a variety of third-party tools
- Time-consuming and tedious activities related to network operations
- Increased cost, effort, and time overheads
- Delayed root cause analysis (RCA) and higher mean time to repair (MTTR)



Solution

Delivering speed and simplicity

We started the engagement by gaining a deep understanding of the client's IT ecosystem and business priorities. Leveraging our insights, we defined a roadmap with advanced technologies and strategies to power the organization's long-term growth and agility.





Faster and better problem resolution

Our approach was to enhance operational efficiency, speed up incident resolution, and improve overall enterprise network reliability by proactively addressing issues as they arise. For this, we put together a team with core network architectural skills, including SD-WAN/SDA and enhanced data center automation.

Bringing into play advanced automation, ML technologies, and proven methodologies, we enhanced anomaly detection and event correlation capabilities to identify incidents, generate incident reports, and initiate remediation actions without manual intervention.



Tailored insights for different user roles

Leveraging the Zensar AIOps platform, The Vinci™, we enabled persona-based single-pane-view dashboards that provide a comprehensive and cohesive view of critical metrics and performance indicators across all the departments.

By integrating data from various systems, The Vinci™ enhances situational awareness, streamlines decision-making, and improves operational efficiency through real-time analytics and intelligent automation. With these features, we ensured that users have access to relevant information in a single, easy-to-navigate interface, facilitating quicker responses to dynamic aviation challenges.



Holistic view of potential risks and opportunities

Harmonizing data and expertise from multiple sources not only enhances resilience and operational efficiency, but also enables a holistic view of potential risks and opportunities. So, we strengthened communication within the client's partner ecosystem to effectively anticipate challenges, streamline processes, and implement best practices to minimize disruptions and ensure predictable and stable outcomes.

By consolidating comprehensive insights and collaboration with the client's various non-IT and connectivity partners, we ensured a smooth and low-risk transition.



Impact

Accelerated digital transformation

96 percent

reduction in MTTR

48 percent

improvement in employee
productivity by predicting issues

30 percent

reduction in operational costs

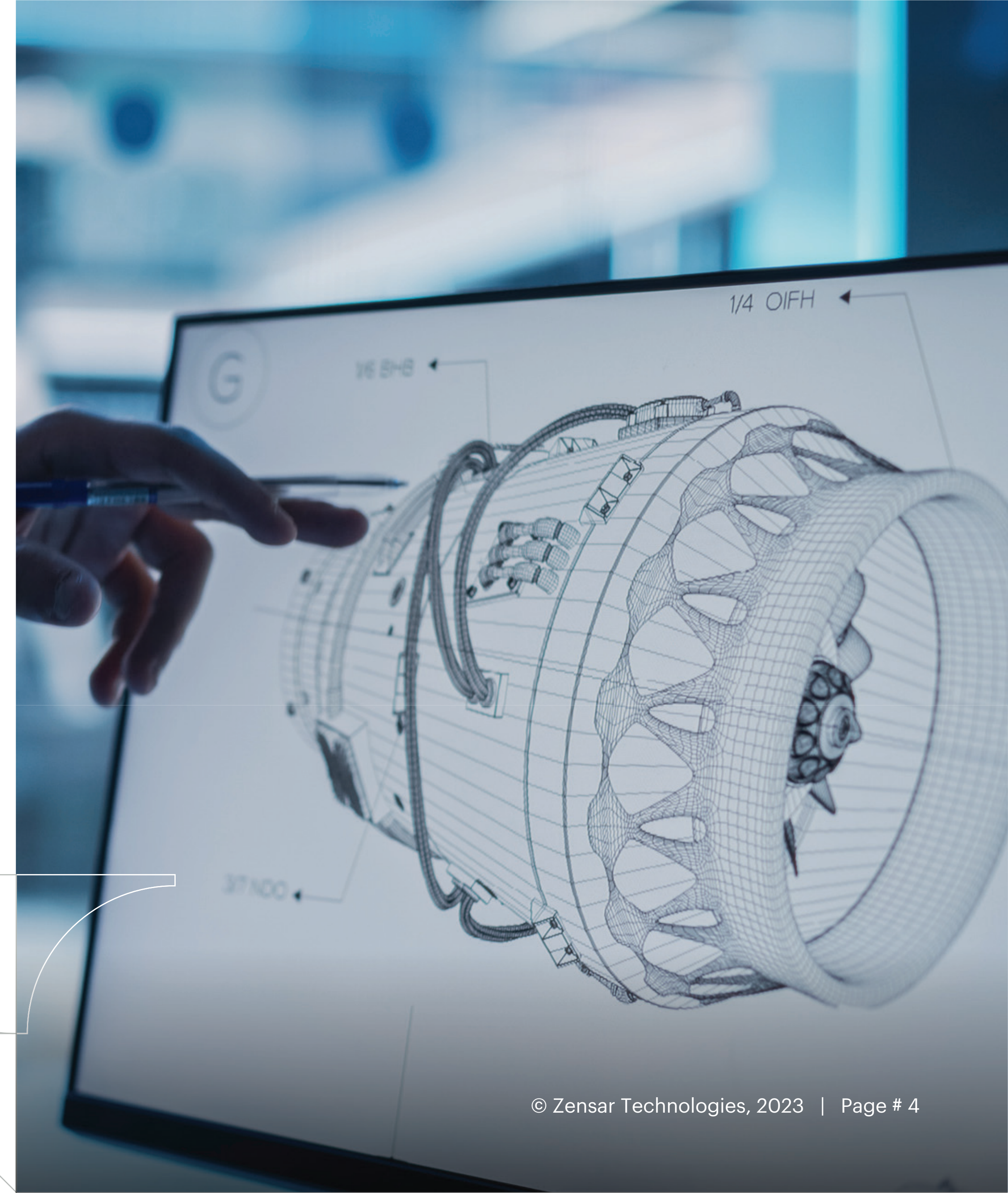
85 percent

reduction in operational noise,
enabling focus on critical issues

45 percent

end-to-end automated resolutions

Business outcomes: The solution radically enhanced operational efficiency, cost savings, and productivity through predictive issue resolution and automation, accelerating the organization's digital transformation journey.





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.

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