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

Overview

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.

Organization Size: **77500**
Country: **USA**
Revenue: **$50 Billion**
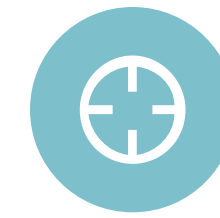
Challenges and Goals

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.
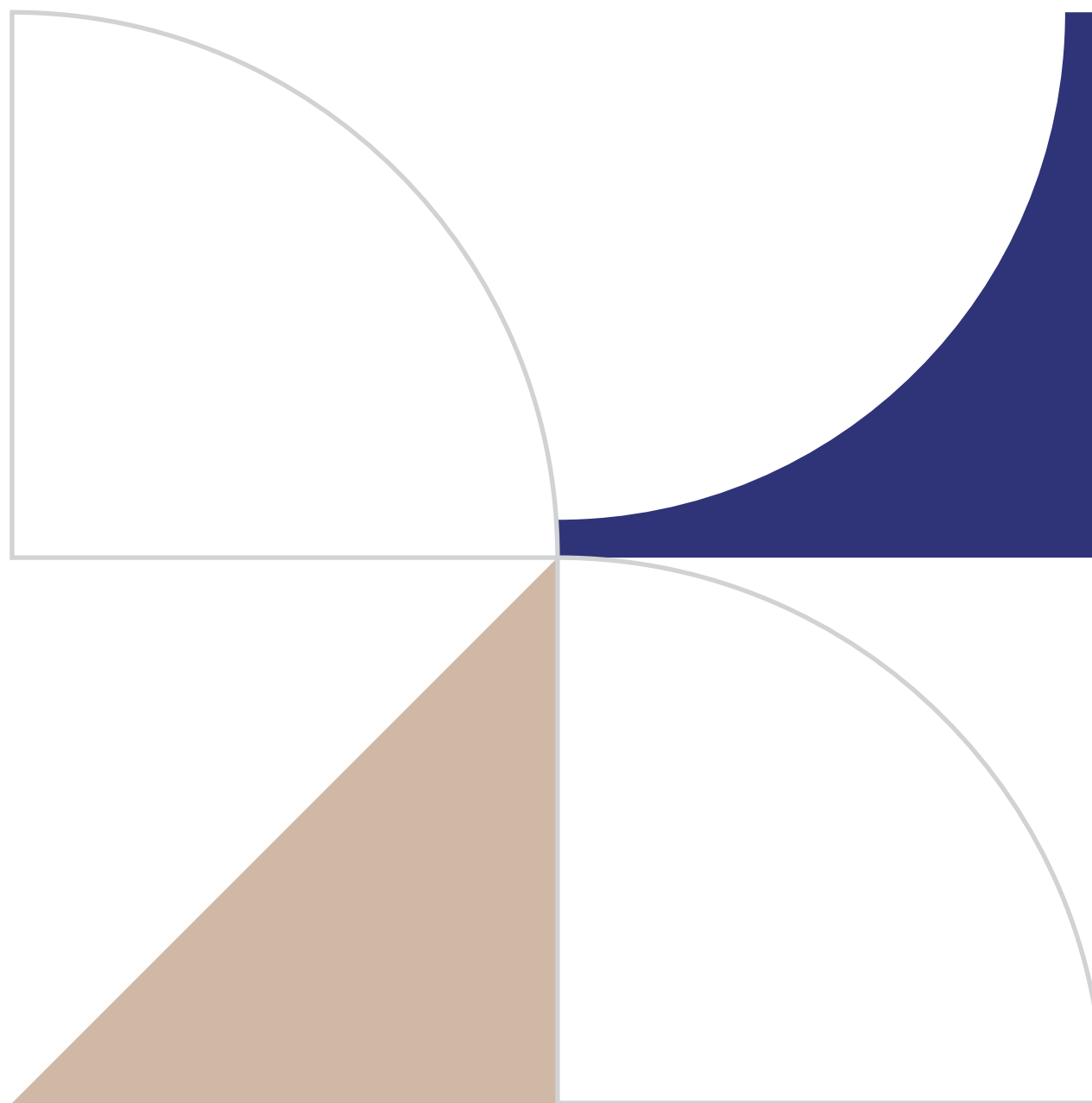
Solutions

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

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

Business Impact
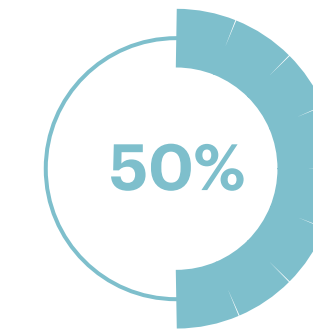
50% Drop in partner on-boarding time

- 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
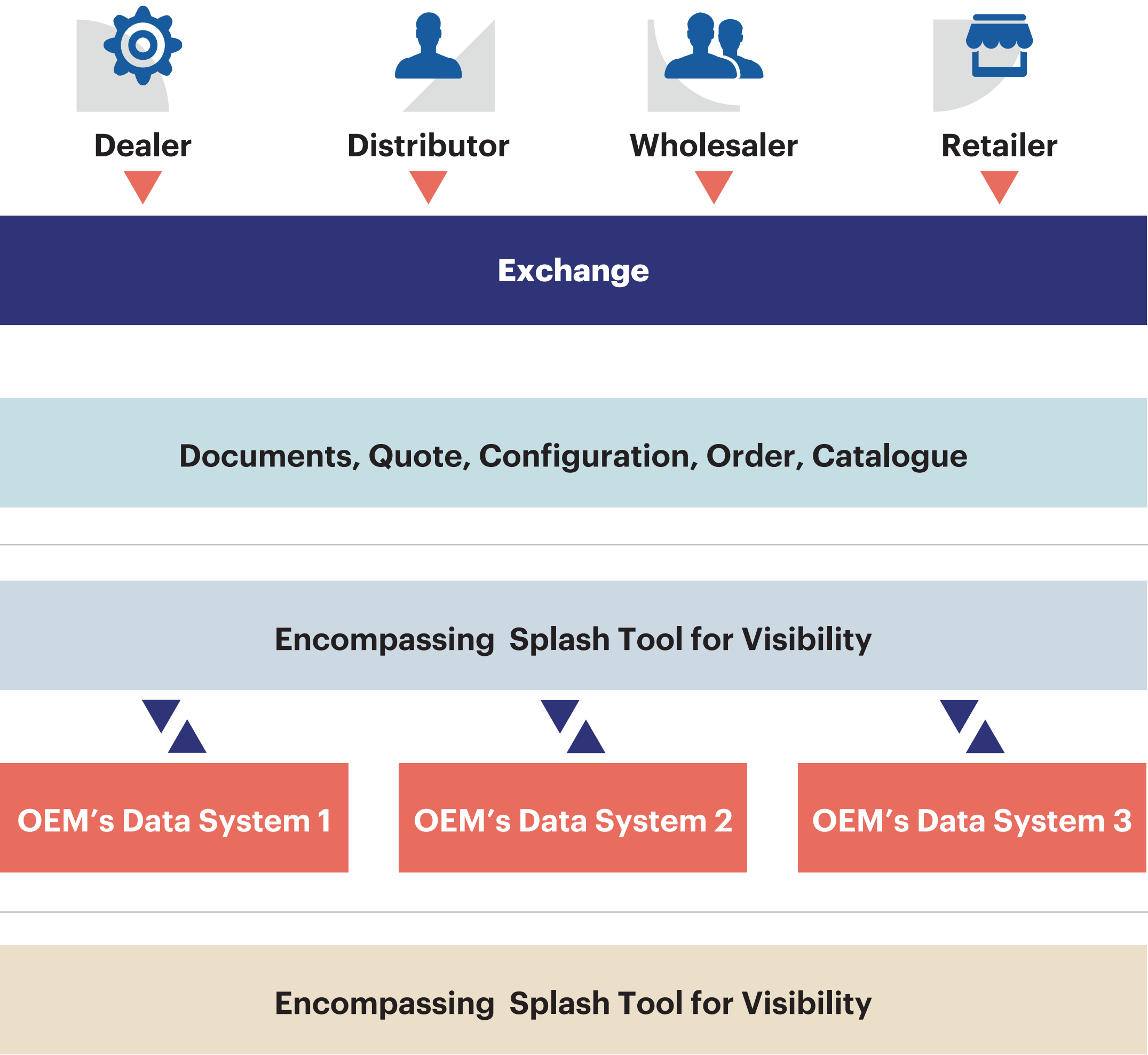
B2B Commerce Workspace

Individual data systems of multiple **channel partners**

Dealer　**Distributor**　**Wholesaler**　**Retailer**

Acts as a gateway with the added functionality of **format translation**

Exchange

B2B Common Workspace

Documents, Quote, Configuration, Order, Catalogue

Service Layer is responsible for master data centralization and also communicates with disparate functional data systems of the OEM (via pushing messages)

Encompassing Splash Tool for Visibility

OEM's Data System 1　**OEM's Data System 2**　**OEM's Data System 3**

Quick Partner Onboarding

Encompassing Splash Tool for Visibility

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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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