

zensar

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





Overview

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.

Organization Size: **77500**

Country: **USA**

Revenue: **\$50 Billion**



Challenges and Goals

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.



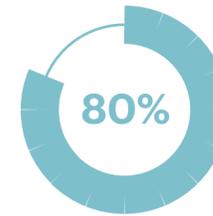
Solutions

As our client’s technology partner, we began with a current state assessment to understand the roadblocks mentioned above. Once all the pain points were identified, we collaborated with the client and laid out a long-term analytics roadmap for them to become a data-driven organization. To implement this data roadmap we focused on:

- Building a robust data ingestion tool using AWS EMR for telemetry data for key products.
- Mapping and enabling threading with SO,IB and customer and PF data sets for DNAC product set, while creating final DNAC data with PF and customer enterprise hierarchies.
- Setting up DNAC, ACI and 7+ products’ successful ingestion
- To ensure optimal utilization of the cloud infrastructure, we implemented the relevant process flows and improvements to the end-user experience in order to present only relevant data to the user.



Business Impact



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*



zensar

An  **RPG** Company

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.

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