HCLSoftware

How Leading Bus
Manufacturers Revamped Their
40 year old Legacy System
with HCL Aftermarket Cloud
Digital Catalog

The **Introduction**

Traveling by bus is easy.
Manufacturing it? Not so much.

Bus manufacturing is a niche segment with a handful of players with proven capabilities leading the race. However, maintaining and updating a record of the several parts that go into the making of this huge vehicle is challenging, even for the segment champions.

There was a time when leading bus manufacturers in North America used age-old legacy systems to maintain their parts catalogues. Here's what the previous system looked like:

Challenges faced by the existing system :

On-premise system, based on client-server architecture that had become obsolete

Truckloads of manuals shipped physically

Limited flexibility and scalability

Tedious and manual order revision process

No live user data available

Error-prone output

Clunky UI/UX

The Need **to Transform**

To stay ahead in the race, the leaders at these companies knew they would have to modernize their tools in order to address the challenges of the existing system. They needed a partner who could work with their massive legacy data of over 40 years and numerous parts drawings, in order to create an efficient digital catalog. They also wanted a unique structuring and drawing association which would be order specific and chassis specific.

Here's how **HCLSoftware helped**

Team HCLSoftware took this challenge head-on and worked to digitize the legacy data to create the Digital Catalog that could cater to the needs of these two companies and their various partners. While migrating data, the team had to ensure that users of the existing system did not face any issues and could transition to the new system seamlessly. This new system was designed to cater to different types of users with the help of two modules:

The Authoring Module
The authoring module is used by the company's catalog creators and allows authors to configure and customize the catalog as per their requirement.

The Viewing Module
The viewing module is for the catalog consumers such as the buyers, transit authorities, internal workshop teams, purchase, order desk and aftermarket heads.

Within 14 months of time, which includes data migration, a robust system was built with provision to link service information to the parts catalog. This single solution could work for all types of enquiries – model based, serial number based and order based.

The Digital Catalog is highly intuitive with integrated visuals and clickable parts allowing users to extract information and place correct orders in a matter of minutes. From providing information about active users to notifying users in case of an update, the Digital Catalog solved several bottlenecks posed by the earlier system.

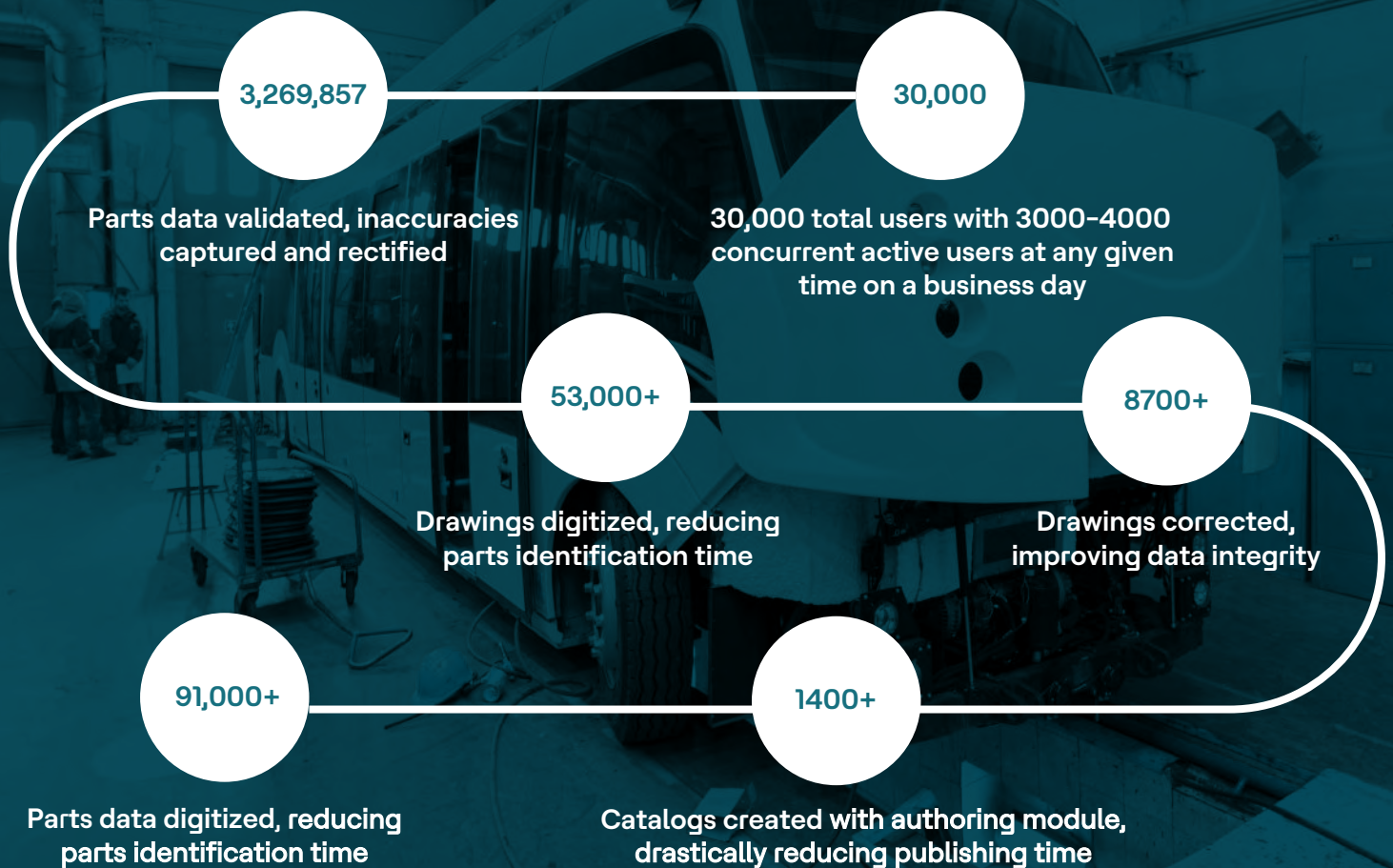Here are the key changes brought about by the new system:

Reduced
- Time to place orders
- Time for parts identification
- Manual intervention for catalog revision
- Touchpoints for document access
- Errors in order-placing
- Cost of printed catalog

Improved
- Uptime (99%)
- User experience with zero learning curve and minimum training
- Processing of creating incremental database
- Catalog accuracy (zero-error catalog)
- Ease of authoring from anywhere, anytime
- Availability of live user data
- Customer satisfaction

Key **Statistics**

3,269,857
Parts data validated, inaccuracies captured and rectified

30,000
30,000 total users with 3000-4000 concurrent active users at any given time on a business day

53,000+
Drawings digitized, reducing parts identification time

8700+
Drawings corrected, improving data integrity

91,000+
Parts data digitized, reducing parts identification time

1400+
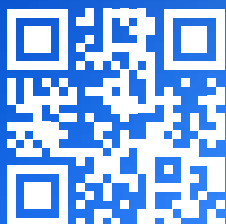Catalogs created with authoring module, drastically reducing publishing time

The online digital catalog was an industry-first achievement which enabled these two companies to outshine their competition and win lot of orders by digitizing their services consequently leading to higher revenues, lower costs and increased profitability.

What the authoring teams of these two companies say:

- "The order revision upload process has drastically improved, saving us time and effort. The uploaded data is immediately available for customer access."

- "Most of our customers now prefer online catalogues to printed versions. This saves us 2,000 - 3,000 USD per order."

- "Parts maintenance, service document, electric diagram, supersession - everything can be found in one place just by one simple search."

- "No downtime and training time is less than 5 minutes!"

HCLSoftware

Fueling the Digital+ Economy

About HCLSoftware
HCLSoftware is a division of HCLTech (HCL) that operates its primary software business. It develops, markets, sells, and suppos over 30 product families in the areas of Digital Transformation, Data Analytics & Insights, AI and Automation, and Enterprise Security. HCLSoftware has offices and labs around the world to serve thousands of customers. Its mission is to drive ultimate customer success with their IT investments through relentless innovation of its products.