

Case Study



ZSL's New e-Commerce Solution Sets Expectation for Iris Power's ROI to grow 20%

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Iris Power LP - headquartered at Mississauga, ON, Canada & operating since 1990 - is an industry leader in providing high-quality products and services to improve maintenance capabilities for large motors and generators used by power utilities and heavy industries throughout the world.

Until late 2010, Iris Power was using a desktop application to perform equipment monitoring as well as periodic on-line and off-line testing to assess the performance efficiencies of the machineries. Data feeding, analysis, reporting and accounting were all manual process, which made the business process tedious, lengthier and time consuming.

The development platforms for the desktop application were of legacy technologies – VC++ for the front end and MS Access for the backend. Iris Power realized the need to modernize its application and optimize its business process through automation to satisfy its demanding and growing customer base by providing faster and qualitative customer service.

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ZSL, headquartered at Edison, NJ, helped Iris Power to leverage the advance technologies to build an E-Commerce solution that would automate their business process and increase its revenue through increased productivity and reduced TCO.



Case Study



"The effort was very professionally executed and delivered. I would recommend ZSL for any complex and Enterprise application integration effort,"

Mr. Lloyd

*Director – Development
Iris Power*

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"Our deep understanding of customers' business problems and industry knowledge enabled us to deliver the solutions that performs and empowers the business growth," says Shiv Kumar, Executive Vice President, ZSL .

E-commerce solution brings Increased Productivity, Reduced TCO, Quality Services, Faster Turnaround & More

Earlier, data entry operators at Iris Power used to feed the machinery data collected from the customer companies over the email or direct mail into the machinery assessment tool. The tool performs the assessment and provides the assessment data as an output. The Iris Power expertise would analyze and prepare the recommendation report based on the assessment data furnished by the system.

"Iris Power was in need of a web based tool for automated analysis of diagnostic data from condition monitors for high voltage motors and generators. In an extremely timely and cost effective manner, ZSL analyzed the requirements and provided an e-commerce interface with a backend that mined a proprietary complex relational database and processed a set of rules to auto-generate a text report to the client," says Blake Lloyd, Director – Development at Iris Power.

The development platforms used by ZSL for the new web-based e-Commerce solution were: ASP.NET for interface, crystal components for PDF generation, C# for analysis/data wind engine and SQL Server 2008 for backend. ZSL implemented the solution on IIS web service running on Microsoft Windows Server 2008.



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About ZSL

Zylog Systems Ltd (ZSL), the Microsoft Gold Certified Partner, is a leading ISV, Global Systems Integrator & Business Solutions Provider based in Edison, NJ with more than 4000 employees worldwide focused in developing and delivering enterprise IT solutions and services using the emerging technology platforms to keep the TCO low and ROI high. ZSL is a pioneer in providing business aligned technology solutions to enable the growth and make the enterprises responsive and agile. ZSL's Technology Leadership and value added R&D helped the enterprises globally to achieve their business goals cost effectively. To learn more about ZSL and its solution offerings, please visit <http://www.zsl.com>

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The enhanced web application was much advantageous for the customers as they were able to feed their machinery data by themselves, make the payment, view the assessment results and generate reports instantly online. Thus the new solution automated the whole business process and delivered the customers the final results in less than 3 minutes, which gained Iris Power a great customer satisfaction.

The engineers at ZSL used Linear Regressions & Standard deviations modus operandi to build the new intelligence system framed with set of processed rules relative to the data loaded into the system. This enabled the system to identify and match the data of the machines based on their ageing, performance and data output reporting structure to generate assessment and performance efficiency reports automatically. ZSL's solution integrated the payment system and the machinery assessment tool, where the end customers had the option to pay or create purchase orders online and have their reports instantly downloadable in the pdf format.

Whereas the old system used to perform only 15% of the current process and the customer had to wait for 3-4 weeks to get their final results, as the whole process of analyzing data, creating reports and accounting operations were manual. Added, the customer had to undergo assessment and payment as two different processes, where the manual sync took time and labor for Iris Power. These manual processes used to cost Iris Power average of 16 man- hours/assessment, which got drastically reduced to 1 man-hour/assessment with the enhanced system in place.

After deploying the solution, Iris Power realized its productivity getting multiplied in real time and is expecting to increase its productivity from 200 to 1000 assessments per year. In the near future, Iris Power is planning for a multilingual support with which it is estimating to reach its productivity level at 2000/year. This fully automated solution enables Iris Power to serve its customer faster and with 99.99% error free quality deliveries due to minimal or zero-level human intervention.

