

CYIENT



**COMPREHENSIVE
TECHNICAL
DOCUMENTATION
SOLUTIONS**

Delivering end-to-end solutions—from document creation and maintenance to training services

Overview

With the growth of intelligent trains and high-performance railway systems, the need for accurate, standardized, and technically robust documentation cannot be overstated. The lack of technical documentation or its poor quality is often the cause of malfunctions, inefficiencies, and process breakdowns that further lead to delays, rework and variations, and increased project time and cost.

To ensure premium quality technical documents, it is critical that the documentation process is initiated during the design phase and forms an integral part of any major rail project. However, given the cyclical and complexity of rail projects, it is not possible for a single organization to execute everything on their own within a major program and often neglect the importance of technical documentation. Maintaining these documents becomes even more challenging once the trains are commissioned. Given the increasing technical complexity in the rail industry, it is imperative to collaborate with experienced partners with strong domain knowledge and documentation expertise along with the required flexibility and scalability in order to create quality documents, thereby ensuring the safety of rail assets and passengers.

Technical Documentation Solutions by Cyient

Cyient partners with its customers to design solutions for a better and safer tomorrow together. We undertake end-to-end ownership for tailored solutions based on the disparate needs based on customer and regional requirements in the respective country or product specific boundary conditions. Our modular approach in the documentation process ensures that our documents are created in a seamless manner alongside our customers' project development life cycle, thus optimizing their cost and schedule.

Complete documentation solution along the rail project lifecycle, addressing the priorities of OEMs, operators, and end-users



Document creation and maintenance

Technical documentation support during the bid stage, creation of all manuals, catalogues, and training materials in various delivery formats, which are mandatory for any rail project.

Training

Delivering training on operations and maintenance to end-users at site.

Business Highlights

Our technical documentation solutions are an integral part of our overall commitment, as an organization, for safety in rail. Key highlights of our value proposition are summarized as our 5C model described below:



COMBINED CAPABILITY

With 15+ years of rail industry experience, and 15 Mn+ hours spent on rail engineering across multiple disciplines, we understand the varied stakeholder requirements and are capable of taking end-to-end ownership of technical publication and training solutions. Our technical documentation specialists work together with the highly experienced engineering teams, to deliver optimal quality documentation.



COMPETENCE

Skilled resources, with 650+ engineers across aerospace, transportation, and heavy engineering, collaborating and leveraging their know-how of the industry best practices and supporting end-to-end ownership of the technical documentation as well as initiating the process during the design phase of the product development lifecycle. Significantly contributing to our operational efficiency, is E3, our in-house project management tool.



CAPACITY

Flexible and adaptive capacity to cater to project specific requirements with 120+ engineers, out of the 1,700 rail transportation engineers, specializing in technical documentation.



CULTURE

Leveraging our expertise in global standards, such as ATA 100, ATA iSpec 2200, ASD–STE 100, SCORM 2.0, DITA, AcroLinx, client-specific guidelines and style guides to create technical documentation as per industry and local standards, for rail OEMs and operators across the globe.

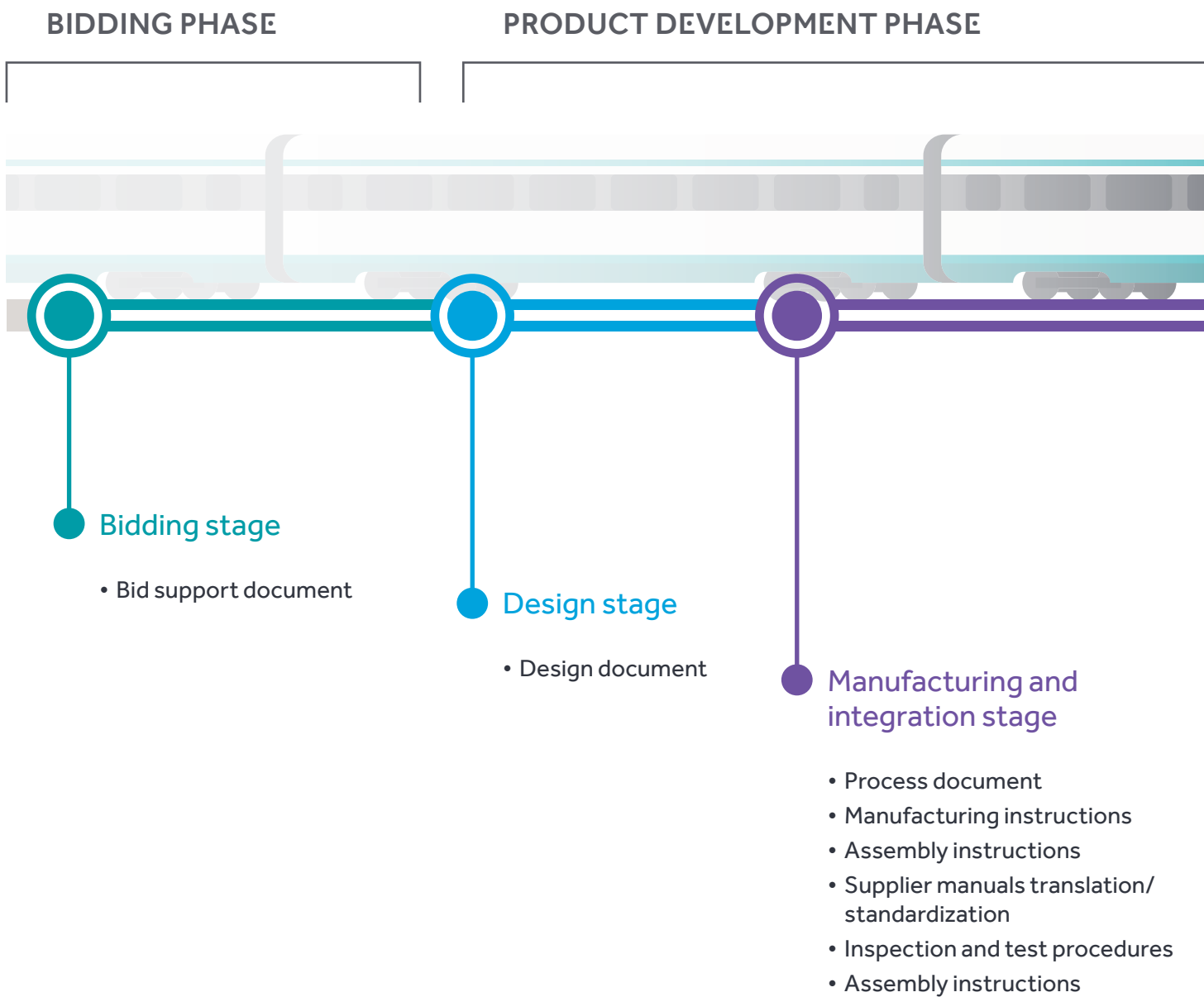


TOTAL COST OF OWNERSHIP

Taking end-to-end ownership of technical documentation, supported by a global delivery model, thereby enabling rolling stock and signaling OEMs as well as operators to supply high-quality technical documentation at optimal cost.

Our Technical Documentation Solution Offerings

Cyient provides end-to-end technical documentation solutions—from content gathering, creating, publishing, and maintenance of the documents to end-user training services.



POST DELIVERY PHASE



Testing and commissioning

- Preparing test procedures
- Preparing test reports

Delivery stage

- Training manuals
- Training materials (PPTs, audio/video materials et al)
- Interactive electronic technical manuals (IETM)
- E-learning
- Operations manual
- Maintenance planning manual
- Maintenance manual
- Illustrated parts catalog
- Fault guidance manual
- Software manuals
- Ground equipment and special tool manual

Operations

- Rulebook
- Depot operation instructions
- Serviceability/engineering changes manual

End User Training Solutions Offerings

Our end user training programs are developed and executed by experienced subject matter experts with a strong emphasis on useful practical skills. With capabilities in e-learning modules, video/audio lectures, and live demos, our training can be aligned to the learner's preferences.

- Training materials (PPTs, Audio/Video materials etc.)
- eLearning modules
- Training at customer location as part of end-to-end ownership where applicable including customized lectures to match specific training needs
- Ready to use supporting course notes for the users to keep



Project experiences



Customer project location: Turkey

Scope: End-to-end documentation of systems manual, operations manual, maintenance manual, illustrated parts catalog, special tools, and testing manual.

Value addition: The customer faced challenges in collecting supplier inputs. Cyient placed coordinators at the customer site to minimize coordination efforts for our customer and to take end to end ownership including supplier coordination.

Customer project location: USA

Scope: Creation of vehicle maintenance instruction manuals, technical information manuals & fault finding guides. Approx. 9000 pages of documentation.

Value addition: Documents were delivered in a new content management system as per customer requirement.

Customer project location: Australia

Scope: Creating product description manual, maintenance manual, operations manual, training manual, and illustrated parts catalog.

Value addition: Apart from delivering the manuals in paper format, we provided the maintenance manual on tablets for easy usage.

About Cyient

Cyient (Estd: 1991, NSE: CYIENT) provides engineering, manufacturing, geospatial, networks, and operations management services to global industry leaders. We leverage the power of digital technology and advanced analytics capabilities, along with domain knowledge and technical expertise, to solve complex business problems. As a Design, Build, and Maintain partner, we take solution ownership across the value chain to help our clients focus on their core, innovate, and stay ahead of the curve.

Relationships lie at the heart of how we work. With more than 15,000 employees in 22 countries, we partner with clients to operate as part of their extended team, in ways that best suit their organization's culture and requirements. Our industry focus spans aerospace and defense, medical, telecommunications, rail transportation, semiconductor, utilities, industrial, energy and natural resources.

For more information, please visit www.cyient.com

Contact Us

North America Headquarters

Cyient, Inc.
99 East River Drive
5th Floor
East Hartford, CT 06108
USA
T: +1 860 528 5430
F: +1 860 528 5873

Europe, Middle East, and Africa Headquarters

Cyient Europe Ltd.
The Space Holborn
235 High Holborn
London WC1V 7LE
UK
T: +44 20 7404 0640
F: +44 20 7404 0664

Asia Pacific Headquarters

Cyient Limited
Level 1, 350 Collins Street
Melbourne, Victoria, 3000
Australia
T: +61 3 8605 4815
F: +61 3 8601 1180

Global Headquarters

Cyient Limited
Plot No. 11
Software Units Layout
Infocity, Madhapur
Hyderabad - 500081
India
T: +91 40 6764 1000
F: +91 40 2311 0352