



SUNRISE COMPUTER SOFTWARE PVT. LTD.

Growth through Customer Satisfaction

Innovative Solution for Capacity Building & Customer Support



MARS

Maharishi Augmented Reality System

Latest Development Environment:

- ➡ Embedded Technology
- ➡ Animation Technology
- ➡ Backend Database

MARS



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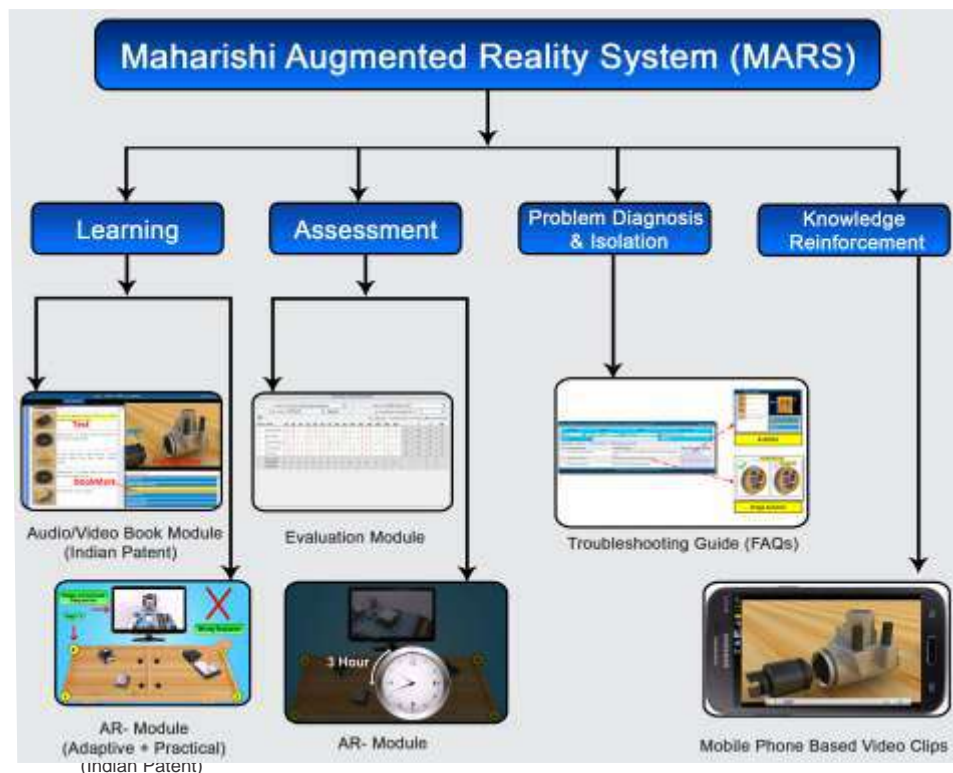
E-Mail: info@sunrisecompusys.com, URL: <http://www.sunrisecompusys.com>

Corporate Profile

Sunrise Group is an established software solution provider with over two decades of experience and expertise to deliver excellence. The organization is steered by Mr. Uday M. Mehta, & Mr. Ramesh Rawal, both from IIT Mumbai and both being enterprising entrepreneurs and software specialists who possess over 35 years of professional experience in the field of computer systems analysis & design, management and financial auditing. Sunrise's product portfolio includes Augmented Reality (AR) based solutions for Capacity Building and Customer Support. The Company has gained specialization in providing high quality, innovative solutions to various organizations ranging from the World bodies to Multinationals as well as to Government organizations and reputed Public and Private sector organizations in a time bound manner.

The organization with its operational office in Pune, India has expanded its operations through a network of associates. The company has its associate office in San Jose, USA. As a part of its endeavor to strengthen the overseas network, the company has also developed strategic tie-up with Koyu Business Co. Ltd. in Osaka, Japan. With a vision focused towards the future, Sunrise Group is continually striving to achieve pioneering breakthroughs in software product development and innovations.

Product Chart



The Driving Force



C.P.A. (Certified Public Accountant),
Member Board of Accountancy, California.
C.M.A. (Certified Management Accountant),
Institute of Management Accountancy, New
York.
**M.A. California State University at
Hayward, California**

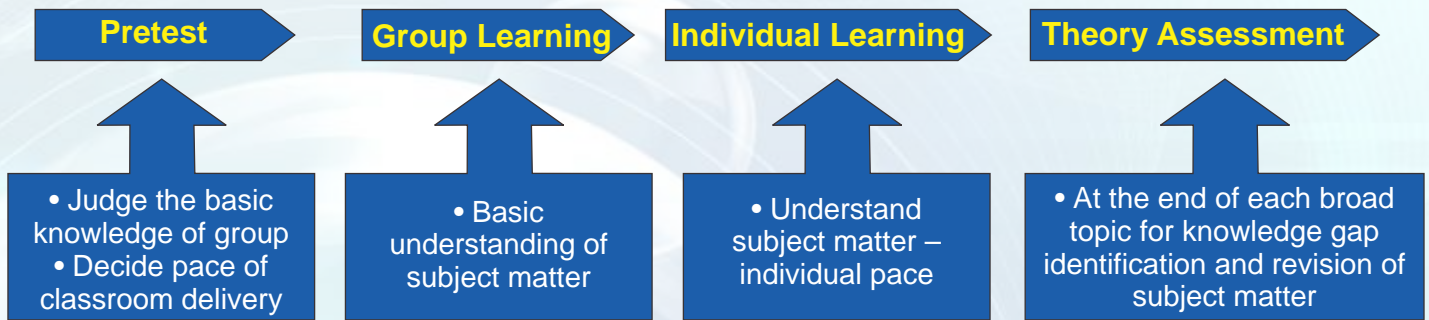
M.B.A. (Management Information Systems)
University of Santa Clara, California.
B. Tech. (Electrical Engineering)
I.I.T. Bombay
**G.C.W.A. Institute of Cost and Works
Accountants**
(Second in All India Merit List)

Mr. Uday Mehta (Managing Director)

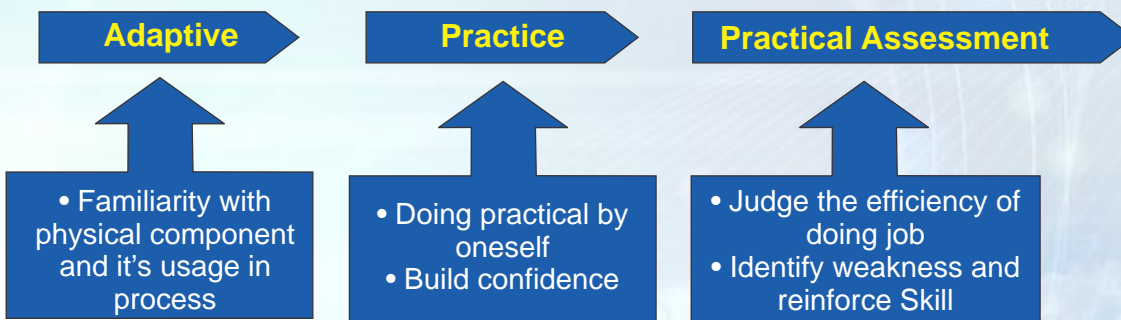
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MARS – Learning Process

Theoretical Learning and Assessment



Practical Learning and Assessment



MARS - Benefits & Deployment

- Experiential & Interactive Learning – Enables to develop Skills by doing it and not just watching how others do it.
- Reducing the dependency on the highly trained faculty.
- Learning processes both theory and practical will be system dependent and not faculty dependent.
- Every participant consistently gets guidance from the digital faculty during practical sessions.
- Digital content prepared in regional languages can be made available 24X7.
- Knowledge gap identification and Skills reinforcement thru mobile devices.
- Use of mobile phone for post training knowledge retention and reinforcement.
- Diagnostic tool for problem identification, isolation & remedial action
- Scalable, replicable and eco friendly.

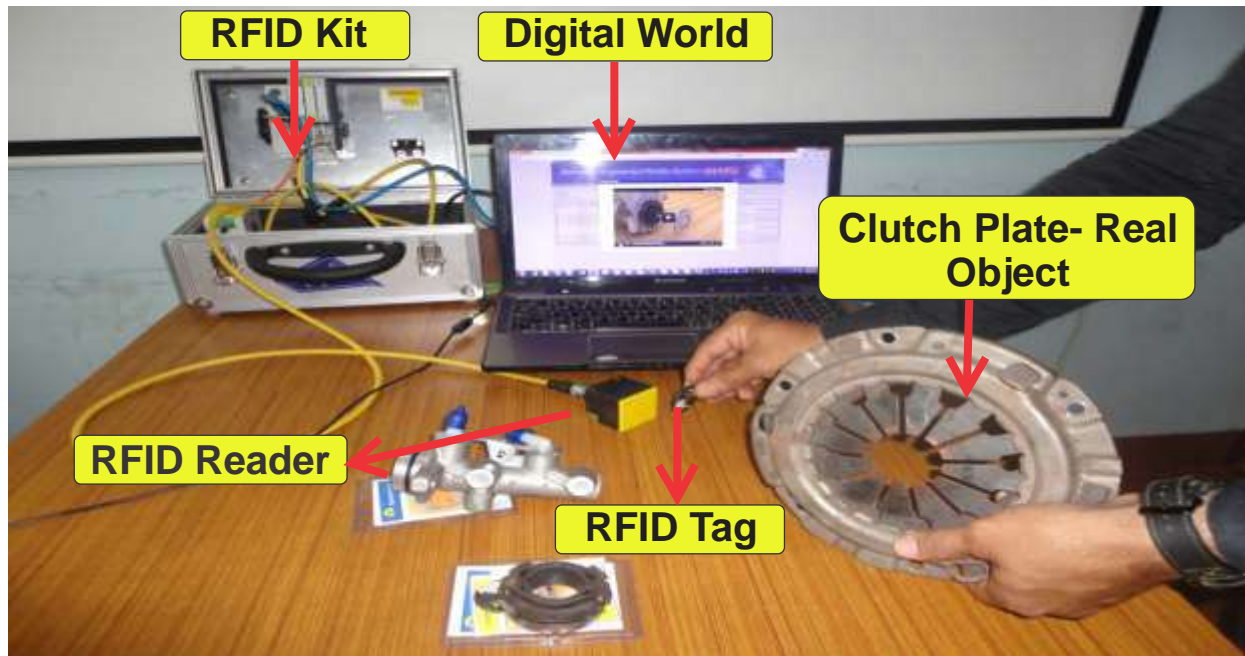
MARS - Deployment



MARS developed using Microsoft .NET Technology can be deployed on

**A Single Laptop
Intranet Server or
Internet using Sky Computing Technology**





Interactive Adaptive Learning

STEP1-Pick up the Object (Clutch Plate) in Real World. Instead of two sensory organs i.e. Audio & Video, All 5 sensory organs (Touch & Feel, Smell, Taste) are used for Experiential Learning.

2-Scan the RFID tag using RFID Reader. Signal passes from RFID station to Digital World.

3- Animated Video related to Object (Clutch) will play on the screen.

Practice & Evaluation

STEP1-Pick Up the component in predefined sequence in Real World.

2-Scan the RFID tag using RFID Reader. Signal passes from RFID Station to Digital World

3- In case of sequence or quantity error, animated video related to the correct procedure will start playing on the screen.

Time and Motion Study to Improve Efficiency

STEP1- In the final evaluation, system monitors time taken to perform each activity and does not provide any assistance by way of video.

2 - Deviation report compares actual time against standard time to highlight where the participant is taking more time to perform with a view to improve process efficiency.

Reporting

- System monitors each and every activity carried out by the participant.
- Maintains error log for every out of sequence step and inadequate quantity.
- Maintains time & motion log. Monitors time taken to carry out each step with a view to improve efficiency.

Mobile Phone Technology for Knowledge Reinforcement



•MARS has identified mobile phone/tablet as one of the potential device for imparting knowledge and skills.

•**2D Image Recognition Technology using Mobile Phone** - Mobile app to scan image of the object from the handout/ training material for further course of action. User points the mobile device to an image and corresponding video related to the image will play on the mobile phone. Video can be stored in the phone or can be streamed from the internet server. Handy and interactive way of information dissemination using smart phone.

Home | Previous Page | Help | Logout | Text + Audio + Video - AV-Book | Welcome Admin...

Feedback | Notes | Video Problem?

Fix Brake Shoe on both the side slots of wheel cylinder.

Attach tension springs to both the side liners.

Now fix loner retainer spring.

Fix one end of rubber hosing pipe on brake oil inlet hole of the wheel cylinder and another end on the metallic pipe for the brake oil attached to master cylinder.

Assessment

1. Make sequential wheel cylinder assembly

Test your Knowledge

Video bookmarks

1. Introduction
2. Wheel Cylinder
3. Hubs
4. Brake Shoe
5. Tension Springs
6. Loner Retainer Spring
7. Rubber Hosing Pipe

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- Improves training efficiency and effectiveness as compared to the traditional method of delivery.
- Makes Training process System dependent instead of Faculty dependent.
- Unique approach of synchronizing Video with study material (e-book), where Video is driven by Text and from Text also user can navigate the Video. (Audio+ Video + Text= AV Book)
- Multi lingual. Video can be in one language and Text can be in another language.
- Video bookmark facility allows user to watch only required part of Video thus saving User time and bandwidth.
- Highly flexible to support an individual learner's preferred philosophy of learning process.
- One point update facility is available which provides great comfort in content management and update.
- Text portion can be more interactive by incorporating tools such as Drag and Drop, Fill in the Blanks etc.
- Catalogue all videos by respective category, sub-category, subject, and language.
- View on-demand videos through Internet, Local Area Network (LAN) following a Client-Server approach or on individual computer using Streaming Technology.

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Problem Diagnostic & Isolation through Troubleshooting Guide

Select problem Type

- Brake pads worn at angle
- Brake Pedal hard and travel excessive
- Brake pedal motion too soft and spongy
- Brakes excessively hot while driving
- Brakes pull to one side
- Brakes squeal or rattle
- Handbrake effect insufficient
- Poor breaking effect in spite of great force on pedal
- Brake pedal travel short

Sr.#	Symtoms/Causes	Remedial Actions	Audio+Video+Text - AVBook
1	Corrosion in wheel cylinders.	Remove and install, repair or replace wheel cylinders. click here to view image	Double Piston Assembly
2	Guide bolts damaged.	Replace guide bolts. click here to view image	Wheel Cylinder Commissioning
3	Spring force insufficient.	Replace spring. click here to view image	Wheel Cylinder Commissioning

Application and Benefits:

- Saves time and cost for customer support and improves productivity at customer end.
- Reduces downtime of the product.
- Very useful tool for Skill Set Development and Customer Support to diagnose problem using systematic approach of symptom/cause and associated remedial action.
- Faster decision on corrective measure.
- Users have to select the product, model and language to list down FAQs under relevant problem category.
- Solution part contains symptoms and associated remedial actions .
- Remedial video integration. Video starts from the point where solution is explained.
- Keyword search facility within FAQs to list relevant solution instantaneously.
- Data import facility from Excel spread sheet.
- We customize the platform so the look and feel will be as per customer requirements.
- Tracking report will help in
 - o Product improvement/enhancement.
 - o Monitoring overall product performance.
 - o Isolating end user problems in specific area.

Mobile Videos



- All animated digital content developed for MARS are mobile compatible and mobile operating system independent.
 - In case 3G mobile or Wi-Fi facilities are not easily accessible or expensive, animated videos can be loaded on mobile directly thru Blue-tooth or Wi-Fi technology or by inserting pre-loaded memory card in mobile.
- Very useful Information Dissemination Method for:
- Rural population in the villages, Emergency messages, Product troubleshooting Guide, Product Brochure to name just a few. Animated video plays and communicates information on mobiles ranging from low end to high end including smart phones and all types of tablets.

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QR Code Integrated SMS Solution for Proactive Customer Support



The salient features of our SMS Integrated QR Code Application are:

- Makes Customer Support process Pro-Active instead of Re-Active.
- No need to wait for operator assistance on 1-800 Customer Support No. and respond to several questions, instead support center will call the customer with relevant product details.
- Very useful for organizations marketing their products through dealer network.
- Tracks the end user of the product and provides faster response to customer support request.

Process :

- SMS syntax along with number on which SMS has to be sent is encoded in the QR Code.
- Application provides facility to generate bulk QR Code by selecting a range of data.
- QR Code embedding customer support telephone number and product serial no. can be printed through regular laser printer.
- QR Code is compatible with **ISO/IEC 18004** standard using Error Correction Level “**H**” to prevent damage.
- Printed QR Code sticker is to be pasted on the product.
- User has to scan QR Code from mobile and send auto-generated SMS or email.
- Posted message will be received by online SMS application.
- Depending upon internal validation and CRM policies, application will respond back to the requester and send alert to customer care unit for further course of action.
- Alert to customer support executive can be in the form of SMS/email or both.

Customer End

Support Center



CALLING
MESSAGE



Some of Our Satisfied Customers For MARS

- Koyu Business Group, **Osaka, Japan**
- Bless Inc. **Tokyo, Japan**
- TATA Motors Ltd. Mumbai.
- Kirloskar Group Pune
- Forbes Marshall Ltd. Pune
- Sandoz India Pvt. Ltd., Mumbai
- Technova Group, Mumbai
- Kalyani Group, Pune



Enriching Lives

Some of Our Satisfied Customers For Software Development & Capacity Building

- The World Bank, **Washington, D.C.**
- UNDP, UNICEF, UNFPA, **New York**
- DANIDA, **Denmark**
- Asian Development Bank, **Phillippines**
- Royal Govt. of Bhutan, **Thimphu, Bhutan**
- Helvetas, **Switzerland**
- AED, **Washington D.C.**
- HVS International, **New York**
- V-Soft, Fremont, **California**
- Ministry of HRD, New Delhi
- McKinsey & Co. New Delhi
- Air India, Mumbai
- British Aero Space, New Delhi
- Indian Oil Corporation, New Delhi
- Republic of **Maldives**



Our Presence through our Associates / Satisfied Customers -

- Washington D.C.
- New York
- California
- Denmark
- Osaka
- Bhutan
- Maldives
- Switzerland



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