



# International's Specialized AI That Transformed Engineering Processes & Workflows

## CLIENT CASE STUDY

### CLIENT SNAPSHOT

International, formerly Navistar, is one of the leading manufacturers of commercial trucks, school buses, mid-range diesel engines, and service parts. International has been an AurosIQ customer since 2013.

### OVERVIEW

Due to the complexity of their products, International had complicated workflows and processes where knowledge gaps existed. Departments used different methodologies to keep track of knowledge, which led to employees not utilizing knowledge where it was needed.

International was looking for a solution that closed these knowledge gaps and optimized their processes. International now uses AurosIQ to improve workflows and transfer knowledge across previously siloed business functions and employees. Employees now have access to the most up-to-date and accurate knowledge when and where they need it.

### APPROACH

In 2012, the International product development team evaluated their ability to capture and apply engineering lessons learned. What the team found was troubling. Different departments had different methods and processes for knowledge sharing. Engineers used SharePoint, pen and paper, and spreadsheets — there was no consistent system.

Knowledge gaps were created, which prevented International from optimizing operations. There were countless workflows and processes throughout the organization that separated workers from critical knowledge. Many of these workflows and processes were email-based and did not have a 'home' system.

Auros worked with International to implement a knowledge operating system. AurosIQ provided International with a comprehensive system to manage technical knowledge, which allowed the company to intelligently capture, share, and reuse knowledge across the entire organization.

## USE CASES

### Design Review for Engineering Releases

Reviewing design releases was a pain point in the product development process. Engineering and manufacturing staff were in different places. Engineering would sometimes submit engineering releases with manufacturing or design issues. AuroslQ ensures that every engineering release has an assessment that integrates knowledge directly into the release. International was able to standardize design reviews, which improved engineering releases.

### Design Verification Plan

Design verification plans were another pain point for International. These plans validate the parts for production. International had a legacy system that did not offer the knowledge re-use, look across capabilities, or configurability of AuroslQ. The International team replaced this system with AuroslQ and was able to design a verification plan assessment that improved its design verification process.

### Reduction of Legacy IT Systems

AuroslQ technology consolidated point solutions that managed knowledge. In consolidating these solutions, AuroslQ replaced legacy IT systems and reduced the number of places engineering needed to go to find the critical information they needed.

## RESULTS

**3K** daily  
knowledge  
events

**28K** active  
knowledge  
packets

**3** legacy IT systems  
decommissioned

International utilizes AuroslQ to knowledge-enable processes and workflows. They have created distinct, knowledge-enabled workflows with the software's aid. Users are actively using the software on a daily basis, as part of a knowledge-enabled workflow. Every knowledge event in the workflow can potentially prevent errors or omissions.

AuroslQ has been adopted beyond the original use of the product development team. Department leaders across the organization are taking ownership of the solution to meet their unique set of needs. The size of International's product development team is approximately 1,500 team members and there are 2,700 active users across the International organization--illustrating how far the AuroslQ solution has been adopted.

## CONCLUSION

Auros worked closely with International over the past nine years and continues to do so, ensuring the customer's needs are met during an iterative and collaborative process. Since implementing AuroslQ, International has discovered new ways to utilize the system beyond the original intended use, and plans to continue systems consolidation and process optimization leveraging AuroslQ.

International plans to deploy the AuroslQ Partner Portal to enable supplier collaboration, which will take International's knowledge-sharing and product development capabilities to the next level. The company plans to bring CAD design and integration into AuroslQ, and intends to automate data integration to seamlessly move data in and out of the AuroslQ system. In addition, pilot projects are being conducted to expand the usage outside of R&D.



*In 2013 International's vision was to have a single "Gold Source" system for Technical Knowledge. This vision is perhaps even more important today given remote work and the rate of technology change. We have consolidated 3 legacy systems and our use of this Knowledge Operating System continues to grow."*

