

SUCCESS STORY

Mitsubishi FUSO's Transformation with eCommunity Platform

Boosting collaboration and
efficiency with Cubastion's secure
and user-friendly eCommunity
platform

Company Name:
Mitsubishi FUSO

Industry:
Automobile

Location:
Yokohama, Japan

Impact
Improved Employee Efficiency

Application
**Zero defect eCommunity
Platform**

Mitsubishi FUSO

A CASE STUDY

A case study of Mitsubishi FUSO that overcame data challenges and drove greater engagement and interactivity with Cubastion's solutions.

Background

Mitsubishi FUSO, a leader in commercial vehicles, prioritizes innovation and knowledge exchange. To address inefficiencies in manual data handling, FUSO partnered with Cubastion to develop the eCommunity platform, which enhances knowledge sharing within their Zero Emission Transportation initiatives.



Challenges Faced

● Knowledge Management

Mitsubishi FUSO faced challenges with scattered information across PDFs, PPTs, and the intranet, leading to knowledge silos within departments and limited reach of presentations.

Manual information management compounded these issues, highlighting the urgent need for a centralized knowledge hub to streamline operations.

● Globalization

As a global company, language barriers posed significant challenges for Mitsubishi FUSO, hindering access and understanding of very crucial information, particularly for non-English speakers who experienced inconsistent user experiences. These barriers limited effective communication and collaboration across a diverse workforce.

● Security & Compliance

Manual data management practices at Mitsubishi FUSO raised concerns over data accuracy and compliance, while the lack of centralized access control heightened security risks. These challenges highlighted the need for a robust system to ensure data integrity and adherence to compliance.

Key Areas of Expertise Demonstrated

Recognizing the critical importance of innovation and streamlined communication, Cubastion worked closely with FUSO to conceptualize and implement this revolutionary solution.

- **Strategic User Management:** Cubastion implemented role-based access control empowering administrators with granular control over user permissions and efficient task management.
- **Streamlined Authentication:** Through Single Sign-On integration, Cubastion revolutionized user authentication, ensuring seamless access and enhanced security.
- **Seamless Language Integration:** Multilingual support facilitated effortless language switching, ensuring a consistent user experience for diverse global audiences.
- **Effective Issue Resolution:** Cubastion's ticket system facilitated detailed issue reporting and resolution, ensuring swift responses and user satisfaction.
- **Intuitive Interface Design:** Cubastion's UI/UX design expertise resulted in a visually appealing and user-friendly platform that drives engagement and user satisfaction with a robust React and Node-based interface.
- **Efficient Support Automation:** Cubastion integrated an automated chatbot that provided instant answers, streamlined information access, and enhanced user support.
- **Personalized Engagement:** User story categorization fostered personalized connections & empowered administrators with insights for content refinement.
- **Intuitive dashboard:** Cubastion crafted a data visualization and analytics dashboard that helps provide a snapshot view of activities.

Business Outcomes

Accelerated Innovation and Collaboration

The eCommunity platform facilitated accelerated innovation and collaboration by breaking down knowledge silos, fostering seamless cooperation, and empowering a diverse workforce, leading to fresh ideas and global-scale innovation.

Increased Employee Engagement and Productivity

Enhanced employee engagement and productivity were achieved through personalized content delivery and streamlined communication, resulting in increased satisfaction, deeper engagement, and optimized task focus.

Quicker decision-making and problem-solving capabilities

Improved decision-making and problem-solving capabilities were realized with timely access to precise information, collaborative knowledge sharing, and efficient issue resolution, reducing inaccuracies due to data mismanagement, minimizing downtime, and amplifying overall productivity.

What They Said

“ We are pleased to have a tailored solution to resolve our FUSO's information and app integration challenges. Cubastion's flexible and scalable eCommunity solution helped us navigate the real-time information exchange, offering competitive advantages and faster decisions. Our staff is happy to use the user- friendly platform”

Vice President, FUSO



ABOUT CUBASTION

Cubastion helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across platforms. Some of the world's largest companies and Indian Public Sector Undertakings trust Cubastion to deploy services to drive new levels of performance, competitiveness, and customer experience.

Over 17 years, Cubastion has built solutions that impact over 500+ million people around the globe working in different demographics across different cultures. Learn more about Cubastion at www.cubastion.com

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