



## Success Story:

# Cummins Inc.

“Rescue has cut our troubleshooting time from hours to just 15 minutes—it's a game-changer for both our teams and our customers.”

**Nichole Zabroski**

Systems Coordinator, Global Operations Intelligence & Workforce Optimization

Cummins Inc. is a global leader in designing, manufacturing, distributing, and servicing diesel and alternative fuel engines and related technologies. Serving customers across industries, Cummins prioritizes innovation and customer satisfaction to ensure critical equipment functions as smoothly as possible at all times. From mining machinery to marine engines, the company operates in high-stakes, remote environments where downtime can carry significant financial and operational consequences.



## Challenge

Cummins delivers support across diverse industries, often involving highly technical equipment located in remote or inaccessible areas. Some of their key challenges included:

- **Remote troubleshooting complexity:** Verbal instructions for diagnostics and repairs were time-consuming and often confusing for customers, particularly those under heightened emotions during urgent situations or disasters.
- **Critical impact scenarios:** Ensuring equipment reliability in critical environments where downtime could have life-altering consequences, such as during storm devastation or for generators supporting ventilators.
- **Global operations:** Supporting equipment located in remote regions, such as mining equipment in Africa or marine engines on vessels, where logistical constraints made on-site support difficult or impractical.



With Rescue, our technicians just can do it for them, which not only makes our customers lives easier, it makes our employees jobs easier and a lot less frustrating.

Nichole Zabroski



## Solution

Cummins addressed these challenges by seamlessly integrating Rescue into their customer support workflow, empowering both Level One and Level Three technician teams to deliver exceptional service. To enhance their capabilities, they developed innovative "Remote Connect Kits," equipped with customized tools such as smart glasses powered by Rescue Lens' video streaming ability. Using Rescue has allowed Cummins to:

- **Streamline remote troubleshooting:** Rescue allows technicians to remotely access customer systems to diagnose issues, pull diagnostic codes, uninstall and reinstall software, and configure settings without relying on lengthy verbal instructions. This capability shortens resolution times and reduces customer frustration.
- **Develop a portable diagnostic toolset:** Cummins developed "Remote Connect Kits," a briefcase of tools which includes portable equipment enabling remote diagnostics for inaccessible systems like marine engines. Combined with Rescue's seamless remote access capabilities, and Rescue Lens's video streaming of physical items, these kits ensure timely and accurate repairs in even remote or urgent scenarios.
- **Empower expertise:** Rescue Lens enables Cummins' Level 3 technicians to guide field staff by streaming live visuals, ensuring critical, high-value equipment is handled seamlessly. These experts securely access electronic control modules via Rescue, making precise, informed adjustments in real time.
- **Enhance their customer-centric approach:** Rescue plays a pivotal role in Cummins' philosophy of prioritizing customer care. By enabling faster, stress-free troubleshooting and professional problem resolution, the tool directly facilitates an enhanced customer experience.





## Results

Rescue's integration into Cummins' support strategy has produced multiple tangible benefits:

- **Reduced Resolution Times:** Troubleshooting, which previously might have taken hours via verbal instructions, now takes just 15 minutes using Rescue, significantly improving operational efficiency.
- **Consistent Customer Experience:** Rescue provides seamless support even during high-stress or urgent situations, ensuring customers feel confident and cared for throughout the process.
- **Reliable Solutions for Remote Locations:** Rescue, combined with the Remote Connect Kits, eliminates logistical barriers by enabling remote diagnostics for equipment in inaccessible areas, such as mining operations in Africa or maritime vessels.
- **Heightened Security:** Every remote session is recorded for added security, with access to recordings restricted to designated personnel and only utilized for legal purposes. Regular third-party risk assessments further ensure Rescue meets Cummins' strict security standards.
- **Global Scalability:** Rescue enables Cummins to deliver consistent, high-quality support across diverse geographies, cementing their position as a trusted partner worldwide.

## Conclusion

Cummins' adoption of Rescue delivers measurable success, allowing the company to maintain its reputation for innovation, reliability, and world-class customer support. By pairing cutting-edge technology with a customer-centric philosophy, Cummins continues to raise the bar for remote troubleshooting, setting an example for businesses everywhere striving for excellence in critical support services.