

INTEGRATED SERVICE PARTS MANAGEMENT PAYS OFF

BENEFIT FROM THE SERVICE PARTS SOLUTION FOR SAP® E-COMMERCE

Service parts management is a core element of logistics and therefore crucial to a company's success. When you need spare parts, you need them fast. Being able to provide effective after-sales service is a decisive factor in beating the competition – it adds value and increases customer satisfaction.

Service Parts at the Right Place and Time

A well-organized service parts management system is like a company's business card. Yet many companies still fail to capitalize on the potential of advanced after-sales service. To enable companies to leverage this opportunity fully, SAP offers an intelligent solution for managing service parts. The solution comes as part of the SAP® E-Commerce application – the SAP software that companies use to run their online stores – and it complements the broader functionality of the SAP ERP application.

The SAP solution enables you to optimize the quality of your service parts business and get your service parts to the right place at the right time. It also helps you keep your warehouse inventory as low as possible. Plus, you can standardize processes – consistently connecting all your sales subsidiaries, affiliates, and trading partners – and centralize your requirements planning.

Order Service Parts Securely and Easily

Using SAP software to manage service parts offers many benefits. For example, 2-D graphics make it easy to identify and select various product parts. Users can select images of actual products, drill down into the hierarchy to find the precise parts they need, place the parts in the shopping cart, and specify quantities. This intuitive approach helps users avoid mistakes when they order. Predefined templates make it even easier for customers to place orders.

The software also links the assemblies in the electronic service parts catalog to the respective item numbers from the bill of material. The order is sent directly to the SAP ERP application for further processing. You enjoy the same support for customer-specific prices that you do when you create an order with transactions in SAP ERP – either approach executes the identical logistics processes. In addition to incorporating the item numbers and quantities of the assemblies, the SAP service parts solution also enables you to manage multiple delivery addresses. You can also view the status of an order at any time by using SAP E-Commerce.

With the service parts solution for SAP E-Commerce, you simplify the entire process of after-sales service. The software supports all major languages and gives your company key competitive advantages.

Centralized Management of Catalog Data

SAP software enables you to create product catalogs more easily and customize the layout to suit your needs. The SAP solution creates the catalogs from centralized bill-of-material data generated in the SAP Product Lifecycle Management application. You can then use the data consistently for all your sales channels – online e-commerce along with traditional sales and printed catalogs. When you produce printed catalogs, the SAP software can share your data with CATALOGcreator, an integrated add-on application from TID Informatik GmbH.



Summary

Intelligent service parts management contributes to long-term success in business. The aim is to get the right service parts to the right place, at the right time, and as quickly as possible. If you are always fast and reliable, your revenue increases along with the satisfaction of your customers.

Selling service parts is a hotly contested business. Beating the competition means ensuring highly reliable deliveries and requires streamlined logistics. SAP offers you a comprehensive solution for service parts management as part of SAP E-Commerce.

Challenges

- Marketing your service parts actively
- Increasing customer retention by using service parts management
- Minimizing inventory while providing the highest availability of service parts

Supported Business Processes and Software Functions

- **Catalog creation** – Create a user-friendly electronic service parts catalog easily, modify the catalog easily and quickly, and reduce the costs of producing the catalog
- **Centralized data** – Use only one product catalog that serves as the central data source for all sales channels
- **Optimized workflows** – Improve efficiency throughout your company

Business Benefits

- **Single source of data** – catalogs for all sales channels originate from one database
- **Global support** – work in all major languages
- **Professional design** – use 2-D graphics in your catalogs
- **Easy and accurate orders** – 2-D graphics simplify identification of the correct parts
- **Increased user and visitor counts** – improve accessibility with an online catalog
- **Ease of use** – business partners and customers quickly find the service parts they need
- **Reduction of errors** – the number of incorrect orders is reduced
- **Cost reduction** – streamlined system environment and low costs

For More Information

Call your SAP representative or visit us online at www.sap.com.

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