

PARTS-SHOP

Software for Parts Shops

Features:

Technology

Java, J2EE (web servers such as Tomcat, IBM web sphere)

Updating of catalogue data

Changes in the database are dynamically incorporated in the Internet catalogue

Linking to an external database

Oracle, MySQL, Microsoft SQL server, further databases on request

OCI (Open Catalogue Interface) is SAP-certified

Linking to ERP and PLM systems (SAP, Oracle, Baan, PSIpenta, Navision, keytech PLM, Teamcenter, Windchill PDMLink, etc.) and to e-commerce systems (e.g. SAP E-Commerce, Intershop, ClickCommerce) possible

User administration

Internal shop function or via linked ERP; role-based rights system

Login

Internal shop function or via linked ERP; authorisation via user name and password

User-specific data display

May be controlled via login, role system and definition of the entry points in the catalogue, individual client data display (incl. prices)

Client compliancy

Parent company, agency, service centre, client etc.

Layout

Customising and individual layouts via XSL, CSS style sheets

Configuring

Extensive „click and get“ configuration options; displayed fields (parts lists fields, order fields, search fields, language, etc.) may be configured; field selection may be controlled via roles; display of field contents may be client-specifically configured

Availability requests, price requests

Via linking to the existing ERP system; alternatively via time or event-controlled updating of the catalogue database

Ordering history

Access possible to the ordering history of the logged-on user or to the ordering history of all users (role-dependent)

Ordering / shopping cart

Shopping cart with shopping cart administration (order, offer request, save shopping cart, activate)

Languages

All languages possible; language selection on log-in; German and English are supplied by default; other languages available

Sell spare parts via the Internet

Based on the shop software PARTS-SHOP and the spare parts catalogue software PARTS-PUBLISHER you may implement professional online ordering systems for spare parts. Interacting with one and another PARTS-PUBLISHER provides the catalogue functions (navigation, search, etc.), PARTS-SHOP provides the shop functions (shopping cart, user administration, login, etc.).

Thanks to existing interfaces (Open Catalog Interface is SAP-certified) the software may be linked to all common ERP, e-business and e-commerce systems. Thus ordering processes are automated to a large extent.



DOCware

Interaction PARTS-SHOP / PARTS-PUBLISHER Catalogue / ERP



Your benefits

- Ordering possible around the clock, 365 days a year, worldwide
- Spare parts data and prices displayed customer-specific (one-to-one marketing)
- Online availability check and information
- Continuous electronic order processing
- Order processing largely automated and accelerated
- Reduced internal effort on order processing, i.e. increased profit margin
- Reduced delivery and down times
- Cost saving due to decreased ordering errors
- Simple updating of catalogues by a few mouse clicks; changes active immediately
- Relieving of the service hotline (less queries due to better data quality)
- Improved customer service
- New channel to increase spare parts sales

References

- Alstom Power Service GmbH, Mannheim and Midlothian, Germany and USA (Power plants)
- Dräger TGM GmbH, Lübeck, Germany (Shop linked to SAP and MTDATA)
- Grasso GmbH, Berlin, Germany (GEA Group, Climate technologies, compressors; Shop linked to PSIpenta)
- Leica, Solms, Germany (Cameras)
- Motorenfabrik HATZ GmbH & Co. KG, Ruhstorf, Germany (Motors)
- Multicar, Waltershausen, Germany (Special Vehicles)
- Masa AG, Andernach, Germany (Construction industry)
- Tong Yang Moolsan Co. Ltd, Korea (Tractors)
- Trützschler, Mönchengladbach, Germany (Textil industry; Shop linked to SAP)

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