



Enigma InService Electronic Parts Catalog The Complete Dealer Support System

Enigma InService Electronic Parts Catalog (EPC) is a Web-based application that enables equipment manufacturers (OEMs) and operators to assemble, distribute and automatically update product, parts and service information. InService EPC reduces support costs for OEMs by improving the ability of dealer networks to sell and service equipment efficiently and consistently. It also increases the productivity of equipment operators by optimizing the workflow of maintenance technicians and facilities.

Enigma InService EPC is designed to enable parts managers, service technicians and sales personnel to meet rising customer demands in a timely and profitable manner. InService EPC delivers all product data —such as parts catalogs, maintenance manuals, technical specs and sales collateral—pre-filtered according to serial number, product line or configuration/trim package. With a complete suite of online/offline functionality, Enigma InService EPC sits at the heart of the equipment support environment.

Aftermarket parts and service are crucial to dealer and operator profitability. InService EPC employs an intuitive user interface that provides a synchronized view of assembly drawings and associated parts lists, including detailed information such as pricing, availability, part descriptions and service bulletins.

As a result, InService EPC improves the part identification and ordering process and automates the location of essential service information for dealers, maintainers and field service engineers.

Enigma InService EPC delivers a dynamic illustrated parts catalog that offers fast and easy access to parts and service information, combined with enhanced functionality for markup and collaboration around a particular maintenance task. Built using open, industry standards, the product integrates seamlessly with back office systems such as warranty, diagnostic and inventory applications, and provides the flexibility to support all current and future business and technology objectives.

Summary:

Enigma InService EPC is a Web-based application that enables OEMs and equipment operators to assemble, distribute and update product, parts and service information.





BENEFITS

Reduce equipment support costs InService EPC helps OEMs reduce the cost of publishing and updating product data, without the delays and loss of control associated with outsourcing. InService EPC helps dealers and service providers quickly respond to customer needs and market expectations by providing parts and product information that is dynamically updated to ensure dealer networks and equipment operators have the most accurate information at their fingertips.

Reduce IT support costs InService EPC allows technology managers to easily configure the solution, changing the workflow and user interface, adding new content types and integrating with other applications such as warranty and ERP systems.

Accelerate distribution of product information InService EPC takes the OEM's business on-line, providing dealers, distributors and/or customers with immediate access to product and service data. InService EPC helps OEMs accelerate the delivery of service bulletins, product rollouts, special offers and part supersession.

Streamline parts ordering and reduce mis-orders InService EPC allows users to order parts directly from service documentation ensuring accurate part identification, pricing and order submission. InService EPC integrates with key business applications such as dealer management, ERP, configuration management and inventory systems to provide a completely integrated workflow that ensures fast and accurate parts procurement.

Facilitate cross-selling/up-selling InService EPC helps service managers quickly identify related parts, alternate parts and groups/kits along with pricing documents and service bulletins, increasing higher-margin sales. InService EPC provides all relevant product information to dealers/distributors to help them drive more cross-sell/up-sell business.

Improve brand perception InService EPC makes OEMs, dealers and distributors more efficient and consistent, which enhances customer perception and increases repeat business.

Simplify sales and service activities InService EPC helps OEMs improve dealer/distributor relationships by making it easier to conduct business. InService EPC is a one-stop-shop of product information that simplifies dealers' business operations and delivers real value to OEMs and distributors by improving sales and service activities.

BENEFITS - CONTINUED

Increase market share for spare parts InService EPC makes it easier for dealers, distributors and customers to locate and purchase parts helping the OEM compete against alternate parts suppliers. InService EPC provides a competitive advantage in the aftermarket, which results in greater revenues and profits.

Create a stronger, more reliable dealer channel InService EPC helps dealers and operators to reduce costs, improve efficiency and decrease mis-orders through up-to-date product, parts and service information. InService EPC provides a persistent link between OEM and dealer/operator, which improves the flow of information and offers fast, consistent communication.

The illustration below shows the InService EPC environment:

Figure 1 - InService EPC Product: High-level Architecture

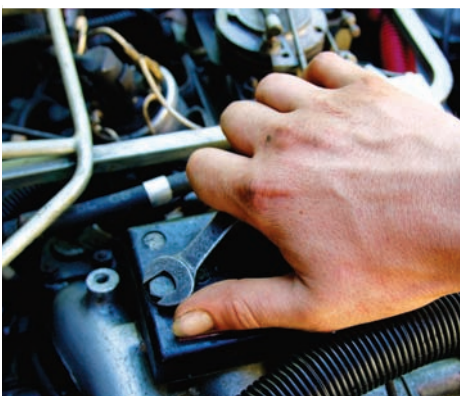
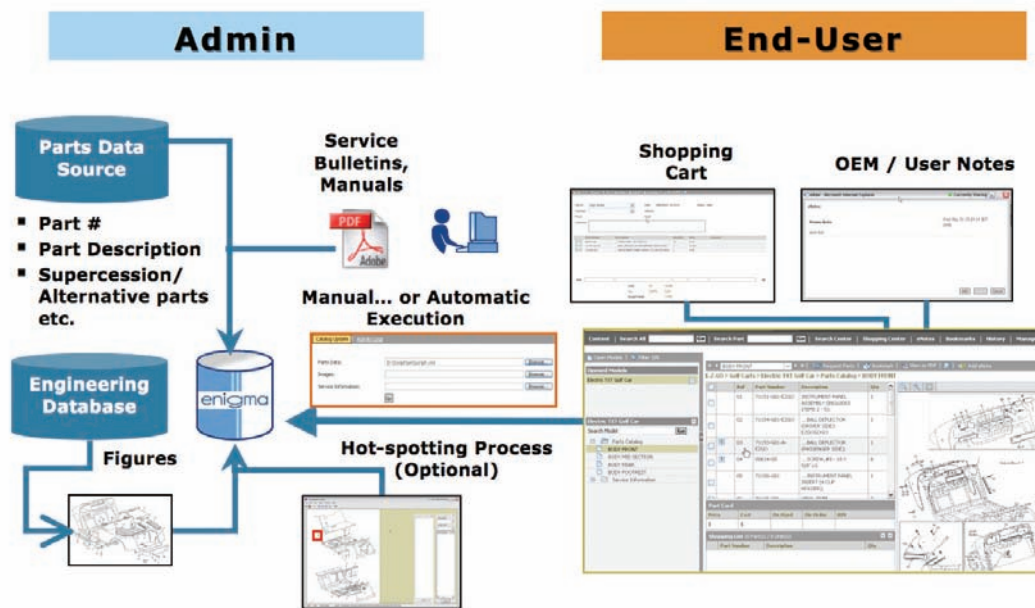
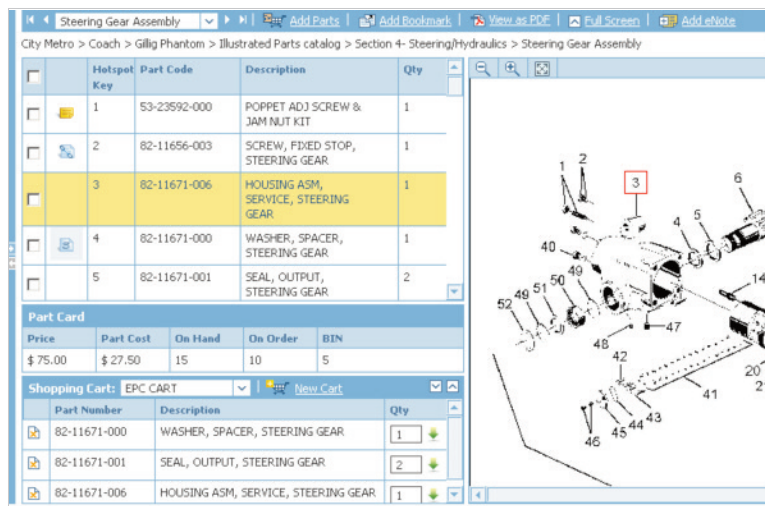


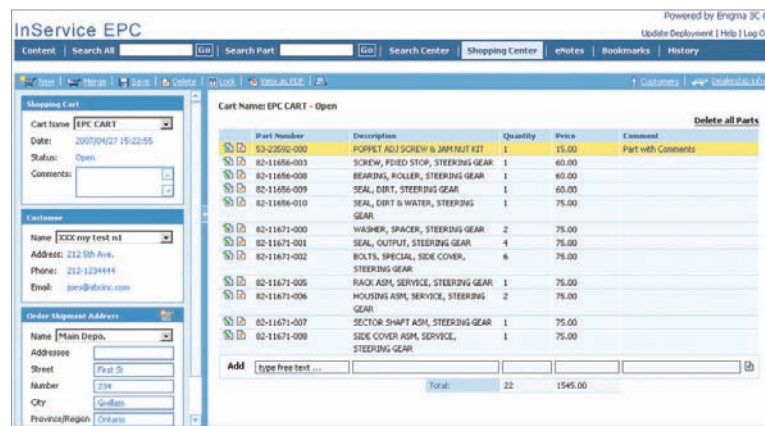
Figure 2 - InService EPC: Parts Catalog Viewer



Key features

- Complete sales and service information delivered by serial number, product line, model and options
- Administrator tools to generate and automatically distribute catalog product and service updates
- Open architecture enables integration with back-office applications such as warranty, diagnostics, inventory and ERP systems
- Choice of DVD, Web/online or print distribution packages, with incremental updates
- Illustrated parts catalog displays a parts list and assembly illustration together with dynamic part information (pricing, location, availability).
- Support for multiple data formats including tables, text, graphics and video
- Shopping carts, lists and e-commerce integration to streamline and automate the parts ordering process
- Search functionality that enables simple or advanced searches according to free text, serial number, part number, description, product type, family and model.
- Parts lists, alternative parts and assembly views that provide parts managers, service technicians and sales personnel with the information they need
- Part cards display detailed information regarding the selected part, such as price, cost, quantity in stock, quantity on order and warehouse location (BIN).
- On-the-fly creation and viewing of collaborative e-notes for maintenance and feedback
- Bookmarks and history to save and recall model, assembly and serial number filtering, allowing users to quickly return to previously viewed parts or product information

Figure 3 - InService EPC: Shopping Center



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