

OEM PARTS ORDERING SOLUTION

Featuring Oracle iStore and AutoVue In Partnership with Enigma



Oracle® iStore is the e-commerce application that provides a personalized, comprehensive and cost-effective Internet sales channel. Combined with Oracle AutoVue and Enigma, manufacturers can provide employees and partners a “one stop shop” for parts ordering.

These solutions allow for the visual representation of equipment documentation, the selection of the needed part from the drawing, and the creation of the parts order. The order created in iStore has all the capabilities and integrations to the E-Business Suite.

Using the solution manufacturers become more profitable by reducing the need for paper based catalogs which improves order accuracy, reduces order time, and improving customer satisfaction.

KEY FEATURES

- Deliver OEM branded information to the field
- Integrate all OEM service repair documentation (parts catalog, product information, service manuals, service bulletins, and training materials)
- Automatically distribute and integrate incremental documentation updates
- Manage information access and workflow by user role and privilege
- Integrated to back-office ordering processes (credit approval, pricing, inventory, billing, and shipping)

Improve Order Accuracy

- Single electronic source of information eliminates out of date paper based materials
- Controlled data formatting and distribution
- Engineers have ready access to key product information
- Engineers can visually identify and order parts from CAC models, engineering drawings, schematics, product images, and training materials.

Reduce Order Time

- Personalized, comprehensive and cost-effective internet based sales channel that is always open
- Entire parts sales and ordering process online
- Only needed information is presented

Improve Customer Satisfaction

- Quicker repair cycles
- Decrease mean time to repair
- Lower meantime to failure

“Powered by Oracle iStore”

In today's competitive and dynamic e-commerce market, creating powerful Internet store fronts is the key to attracting and retaining web based shoppers, and lowering transactions costs is the goal of every sales organization. Oracle iStore enables companies to bring products to market faster and to provide a unique customer experience. With seamless integration to Oracle's CRM and ERP applications, and powered by the strong business intelligence capabilities of Oracle Web Analytics, iStore assists companies execute a profitable sales process through increased top-line growth and reduced transaction costs, while providing tracking and metrics to help predict, refine and fine-tune product offerings and promotions based on customer behavior and trends. Oracle iStore offers a compelling solution, which is built on the perspective resulting from the experience of customers worldwide.

Oracle E-Business Suite—The Complete Solution

Oracle E-Business Suite enables companies to efficiently manage customer processes, manufacture products, ship orders, collect payments, and more—all from applications that are built on unified information architecture. This information architecture provides a single definition of your customers, suppliers, employees, products—all aspects of your business. Whether you implement one module or the entire Suite, Oracle E-Business Suite enables you to share unified information across the enterprise so you can make smarter decisions with better information.

Contact Us

For more information about Oracle iStore, please visit oracle.com or call +1.800.ORACLE1 to speak to an Oracle representative.

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