



**FOR IMMEDIATE RELEASE**

**ENIGMA ANNOUNCES SAAS-BASED ELECTRONIC  
PARTS CATALOG**

*Popular service and parts solution now available as a hosted application.*

**BURLINGTON, Mass.---June 15, 2010---**Enigma Inc., the leading software company for improving aftermarket service and parts operations, today announced the immediate availability of Enigma Software-as-a-Service Electronic Parts Catalog (SaaS EPC). Enigma SaaS EPC allows manufacturers (OEMs) to quickly improve customer and dealer support with minimal impact on back-office IT resources and budgets.

Enigma SaaS EPC is a browser-based application for creating online service and parts catalogs with unlimited incremental updates of technical content. The graphical user interface of SaaS EPC provides dealers and customers with a synchronized view of assembly drawings and the associated parts lists, including extended part information, such as pricing and availability. With a modern, web-based environment, Enigma SaaS EPC is easy to learn and easy to use, resulting in better service and faster parts identification and ordering.

Enigma SaaS EPC helps OEMs reduce their investment in server hardware and maintenance, and limits internal support costs. This online solution complements manufacturer's existing aftermarket activities by improving their response to the needs of the field. Enigma SaaS EPC is a hosted solution and can be up-and-running in 90 days, providing parts and service information to dealers, customers, maintenance shops and customer support departments around the world.

Targeted at companies generating \$1B in revenues and below, Enigma SaaS EPC is particularly compelling for two business profiles: 1) small-medium businesses (SMB) with low infrastructure requirements; 2) larger companies, just beginning the move to the Web, that wish to start small. For either scenario, by ensuring that dealers and technicians are using the most up-to-date parts information, Enigma SaaS EPC increases equipment uptime, reduces service costs and improves parts sales.

“Whether they provide aftermarket support through dealers, partners or their own team of field engineers, to be competitive in the marketplace equipment OEMs must quickly deliver accurate information about service and parts,” said Jonathan Yaron, CEO of Enigma. “Enigma SaaS EPC is a valuable addition to enterprise e-commerce solutions, reducing costs and improving care for customers and dealers alike. Now, manufacturers

of all sizes can have an aftermarket web presence in 90 days, increasing top-line revenue and bottom line profitability with minimal investment.”

### **About Enigma**

Enigma is the only software company delivering a product suite that improves the efficiency, consistency and profitability of maintenance, repair and overhaul (MRO) operations and aftermarket sales and service organizations. Enigma’s unique products integrate with product lifecycle management, supply chain management, enterprise resource planning and other enterprise applications to provide a dynamic encyclopedia of service, parts and diagnostic information that captures technicians’ expertise and manages an optimal service and support workflow. By facilitating aftermarket maintenance, parts logistics and equipment uptime, Enigma helps service and support organizations maximize their profitability. For more information, visit [www.enigma.com](http://www.enigma.com) and [www.uptimeblog.com](http://www.uptimeblog.com).

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