

Pulse WebParts

The Key to Post Sales Efficiency

Today companies are being judged on their ability to provide excellent customer service and in an increasingly competitive market. Only those companies that can distinguish themselves by providing such high levels of customer support, will be the companies that grow.

Pulse WebParts provides Industrial Equipment and Machinery manufacturers with the most effective after-market solutions that automates the product support and e-commerce function between OEMs, dealers and their customers. Our WebParts module will help you build profitable after-market and spare parts sales ensuring dealers and distributors have up-to-the-minute information and the right part, first time, every time.

Global Access

WebParts provides users with web based access to regularly updated parts availability. Authorised users log in to a customisable internet site and can navigate through a hierarchical structure of pages and find parts by full or partial number, description or figure number, all in a matter of seconds. Interactive exploded diagrams appear in the right hand pane, where users can use the zoom and pan functions to visually locate the required part.

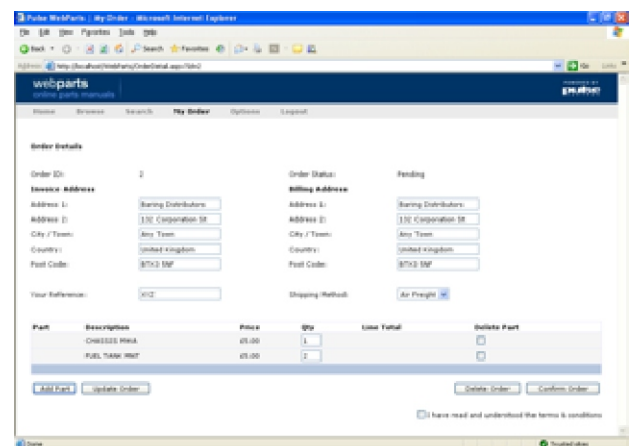
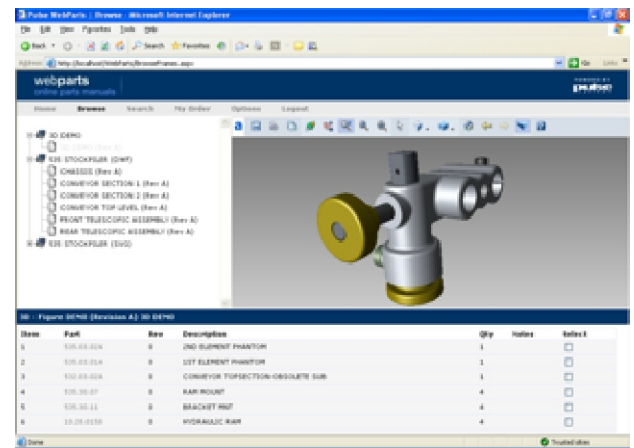
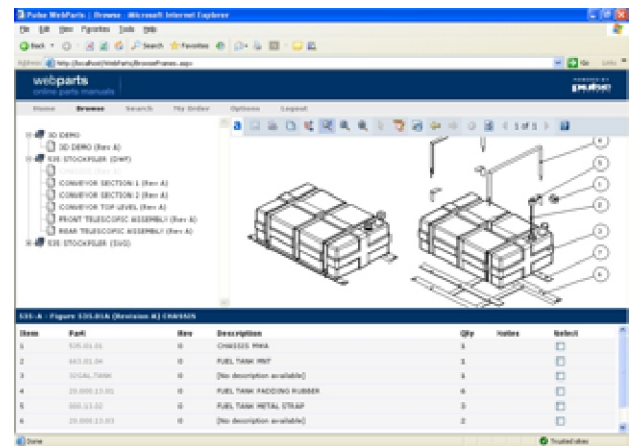
Optimised Order Processing

Your customers can create a pick list of spare parts and add these to an online order instantly.

When an order has been submitted by a customer, the relevant personnel in your sales department are notified and the order can be processed. Everyone is kept informed of order status, right up until the order has been dispatched and the shipping consignment number has been passed on.

Secure and Reliable

Implemented using the latest .NET technology, the system can be used with confidence. Server certificates can also provide 128-bit encryption for extra privacy.



Reduce Costs

- ✓ The costs of printing, duplicating, distributing and updating parts manuals are greatly reduced.
- ✓ Parts manuals can be automatically published from information stored in your current databases. Publishing can occur on any schedule you specify.
- ✓ Intuitive search functions help users find the correct part which reduces the amount of wrong orders that are submitted to the OEM and the associated cost of customers returning incorrect orders to the OEM.
- ✓ Parts manual updates are made in the one place and instantly made available to all authorised users throughout the world.

Improve Sales

- ✓ Access to parts information 24 hours a day, 7 days a week makes it convenient for users to do business with you.
- ✓ Easy to use graphical interface makes it easier for your dealers and customers to locate the correct part, first time, every time.
- ✓ Focus on customer support will enhance your company's reputation and customers will be happier to do business with you.

Improve Customer Service and Support

- ✓ Parts information is always up-to-date.
- ✓ Customer product up time is improved by eliminating incorrect orders.
- ✓ Online availability and customer specific pricing gives users access to the parts and prices that are in stock.
- ✓ Customers eliminate wasted time by working with paper manuals.

“Service businesses - divisions of manufacturing companies that provide parts, maintenance and other services to customers after the original product sale - generate 40-50% of a manufacturing company's profits and 25% of its annual revenue.”

AMR Research



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