The Fastest Way To Easily Identify And Order Spare Parts
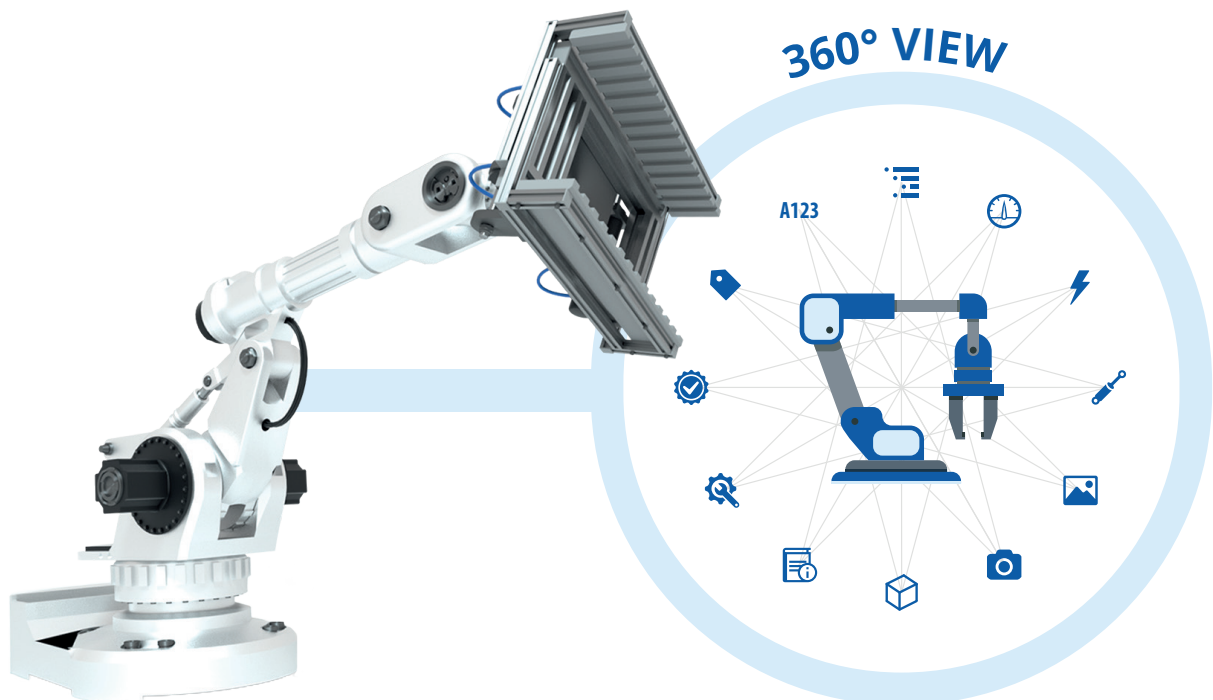
PARTS-PUBLISHER

Digital and interactive spare parts catalogue
& service information system

DOCWARE
Parts & Service

Efficient access to all service information

For most manufacturers, selling a machine is only the first step in a long and successful relationship with a customer. Once the machine is up and running, your aftermarket processes and people must be ready.

The machine must be maintained, repaired and overhauled, because sooner or later parts wear out or break down. For these processes it must be ensured that your technicians are provided with the correct technical information per machine.

360° VIEW

A123

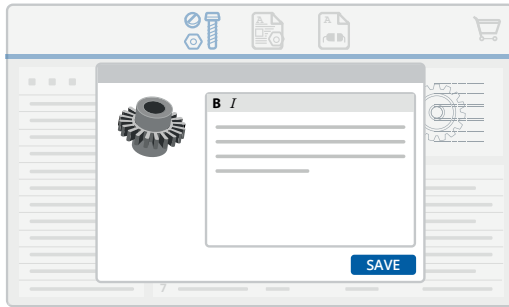# How does PARTS-PUBLISHER support you in mastering these challenges?

With PARTS-PUBLISHER, manufacturers of machines and systems can easily create interactive digital parts catalogues and related content. Update and distribute them with just a few clicks.

Our system allows your users to access this valuable information around the clock on any device. In this way, the right spare parts and maintenance information can be found and ordered immediately.

So you provide all information for the service assignment and create the possibility to sell spare parts online very easily.
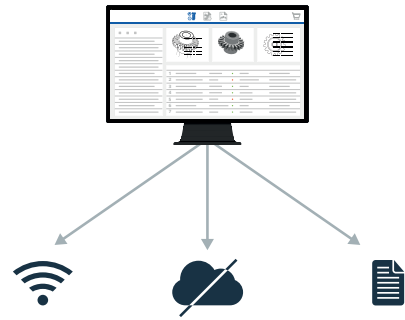
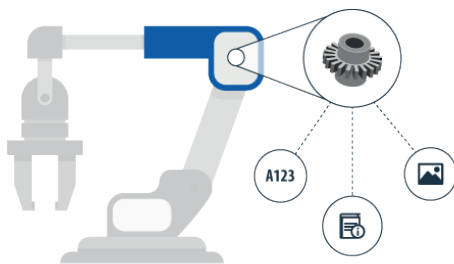# Everything in one spare parts catalogue system

Create catalogues

Create and design your own spare parts catalogue according to your wishes.

Publish catalogues

Generate all data from one source for Internet, Intranet, USB, CD and paper.

Identify spare parts

Find the right spare part at any time, fast and accurate, with no doubt about it.

Sell spare parts

Sell your spare parts manually, with a few clicks directly from the catalogue.

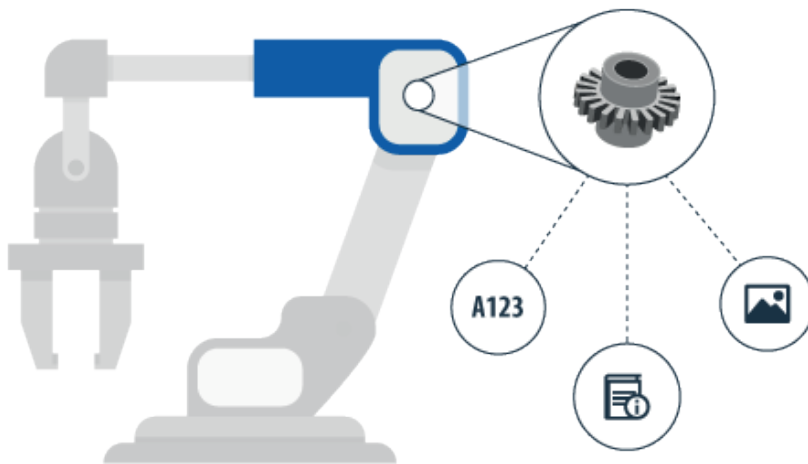# Finding the right spare parts and information in seconds

The catalogue system offers access to current data and all service information about your machine. The data is maintained, managed and updated centrally in one system.

Your service technician no longer wastes time searching for the information he needs in different systems or calling your service hotline. The queries to your service hotline become fewer and the rate of incorrect orders declines.

You save time and resources.

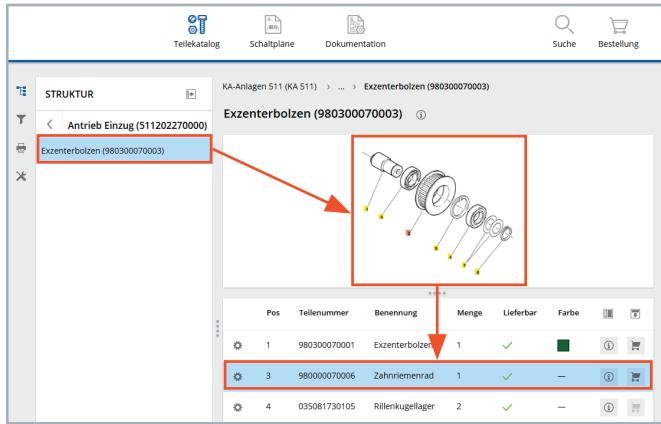**Search less - find more**
Act faster - increase productivity

Visual identification

✅ **Visual representation of machines, assemblies, spare parts**

✅ **Navigation via 2D and 3D graphics, photos and illustrations**

✅ **Direct comparison with reality**

Parts lists, 2D and 3D drawings, service documents and circuit diagrams are available to you and your service technician at a glance. With visual, graphical support, you can find the information you need with just a few clicks. Reach your destination without detours and find the right part quickly and accurately. The simple and intuitive user guidance speaks for itself.
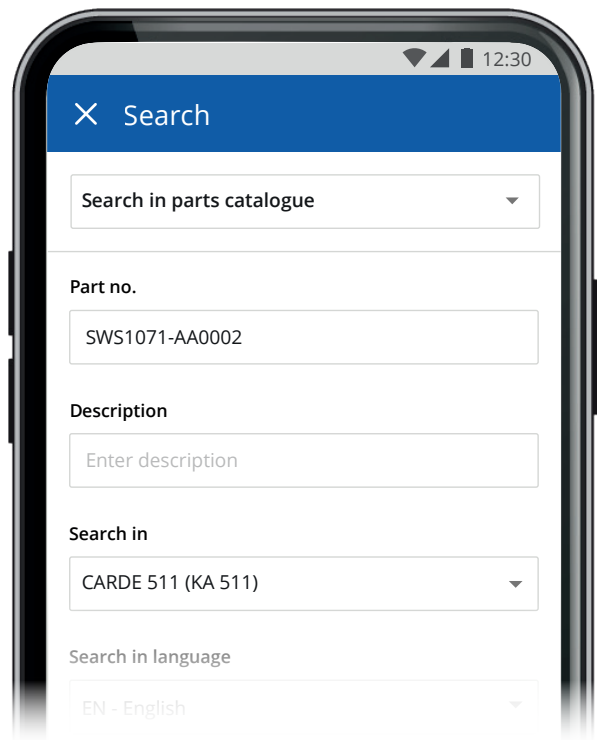
Navigate unerringly

✅ All service information structured and logically presented at a glance

✅ Reaching your destination without detours - from the machine to the component to the spare part

Find right

✅ Search through the complete catalogue content or specifically in restricted areas

✅ Search within documents and schematics

Identify the right spare part - within seconds

Do you want to know how your users can directly find the right service information? Find out how our PARTS-PUBLIS-HER catalogue system can save you valuable resources and time in identifying the right service information.

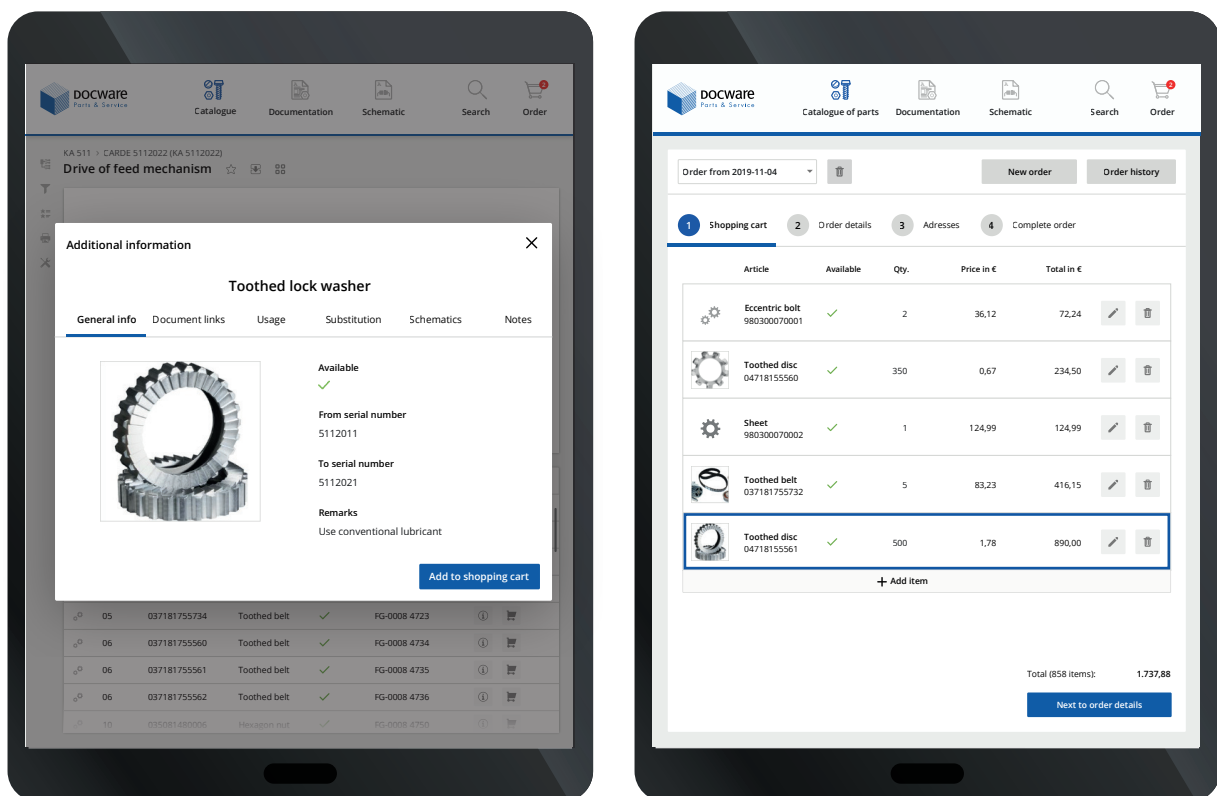**www.docware.com/the-right-spare-part-within-seconds**

Sell spare parts - directly from the catalogue

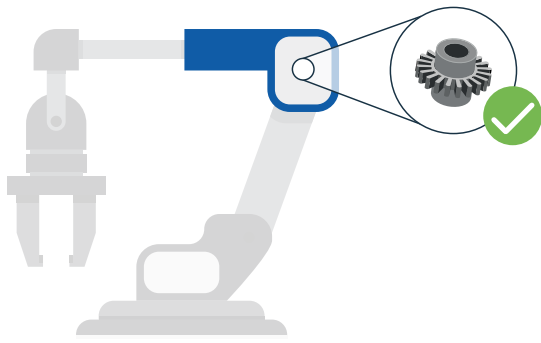Sell your spare parts in no time at all with our practical catalogue system.

All information about the spare parts can be found intuitively. This is how your customer identifies what he is
The required part can be easily placed in the shopping cart with a single click and ordered directly. The
order is carried out without help and other systems.

Simple, fast, accurate, around the clock - that's how spare parts orders should be.

Avoid wrong orders - Relieve your support hotline

Thanks to up-to-date and correct information, the user does not need any help when ordering through   the
hotline. It takes place directly in the catalogue system without media discontinuity and language barriers.
This significantly reduces queries to the service or order hotline, which provides noticeable relief. The rate
of incorrect orders is also falling significantly. You save your personnel resources while increasing the quality
of your support hotline.

- ✓ Fewer queries
- ✓ Fewer journeys for the service technician
- ✓ Better information capability of the service hotline
- ✓ Cost savings due to fewer incorrect orders

Increase in spare parts sales

- ✓ 24/7 ordering option
- ✓ Display of availability and prices
- ✓ Increase customer satisfaction
- ✓ Higher customer and dealer loyalty

Through the connection to your merchandise management system you can enrich inquiries or orders with individual prices and availabilities. Thus your customers and service technicians have access to the full range of information and an extended offer for a professional order. This opens the door to international markets, expands your customer base and increases spare parts sales worldwide.

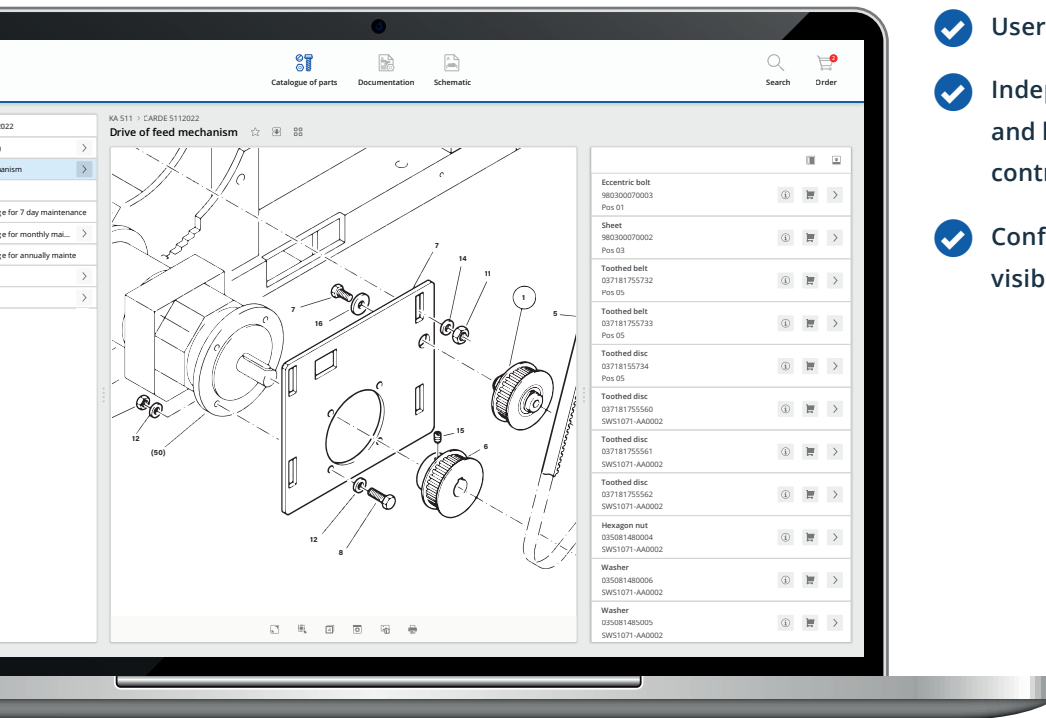FREE BROCHURE

Sell spare parts online

You want to know how to increase your spare parts sales?

Sell your spare parts in no time at all with our practical catalogue system. Make it easy for your customers. Learn how to optimize your ordering process in 4 steps!

www.docware.com/sell-spare-parts

Create your own spare parts catalogues quickly and easily

- ✓ User specific catalogues
- ✓ Independent adaption of content and layout incl. user interface control
- ✓ Configutation changes are instant visible (WYSIWYG)

Has it taken hours, days, weeks to create spare parts catalogues so far? That's over now. With just a few clicks, you can create and design your spare parts catalogue according to your ideas.
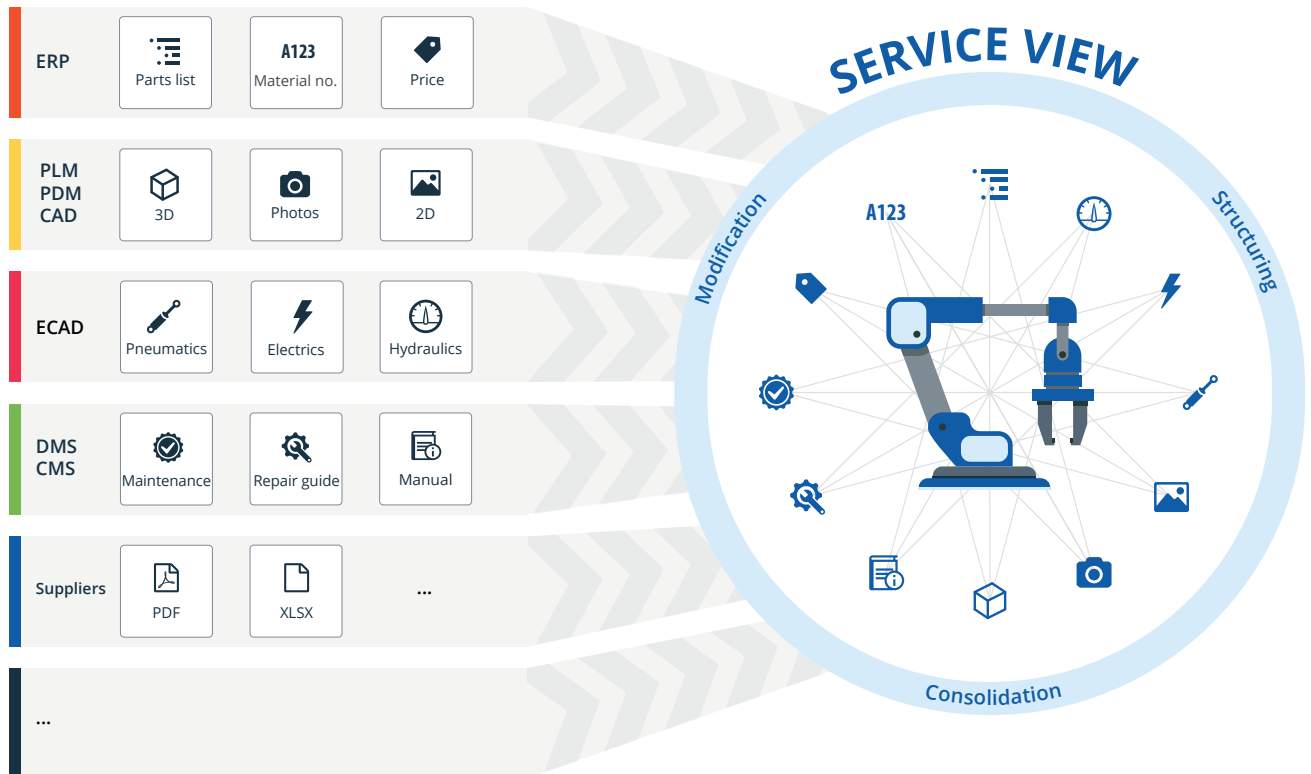
In the catalogue editor you will find everything you need. You have full creative freedom. Use the freely designable layouts, configurations and links in a user-friendly editor - without any programming knowledge.

Your advantage

Thanks to the wide range of possible applications, you can easily respond to different user needs. Create language-specific, machine-specific and user role-specific catalogues - easily. Creating catalogues will be more effective than ever before. They shorten the „time to market" and are significantly faster on the market. You save costs and receive „catalogues on demand".

Protect your resources and gain time through efficient creation and maintenance processes.

Integration of systems & data import

ERP	Parts list	**A123** Material no.	Price
PLM PDM CAD	3D	Photos	2D
ECAD	Pneumatics	Electrics	Hydraulics
DMS CMS	Maintenance	Repair guide	Manual
Suppliers	PDF	XLSX	...
...			

SERVICE VIEW

Modification

Structuring

Consolidation

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Simply import all relevant service information into the spare parts catalogue system, irrespective of the inventory system. This allows you to create a data pool that can be edited at any time and reused as often as you like. This is the basis for making service information easily accessible for every medium.

The data from the existing systems is consolidated and structured in a data pool and linked bidirectionally.

- ✓ Integration of existing systems
- ✓ ERP, CAD, PLM, ECAD, CMS, DMS, etc.
- ✓ Integration of all relevant service data
- ✓ Transfer of (inventory) data
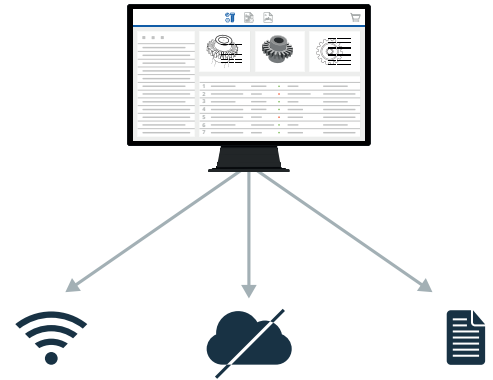
Publish spare parts catalogues at the push of a button

With the spare parts catalogue system, you can publish catalogues for Internet, USB, CD/DVD, print in single-source mode - all data from one source - automatically and virtually at the push of a button. The PARTS-PUBLISHER catalogue system allows just-in-time production of specific catalogues at reduced costs and production times.

Generate an Internet catalogue from an already created catalogue? This can be done with just a few mouse clicks. Save time, effort and money when publishing your spare parts catalogues.
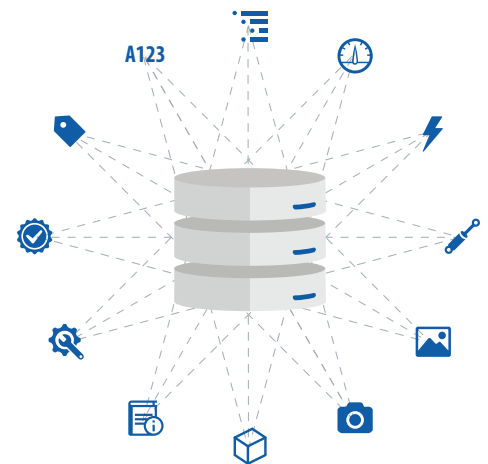
One data pool for all media - no multiple processing necessary

All relevant content is stored in a data pool, which prevents redundant, incorrect and unnecessary information. At the same time, the maintenance effort is reduced.

The result is an improved quality of your service documentation.

- ✓ Catalogues for Print, USB-Stick, Internet, Tablet, Smartphone, Intranet from one source
- ✓ Create all catalogue media from a data pool
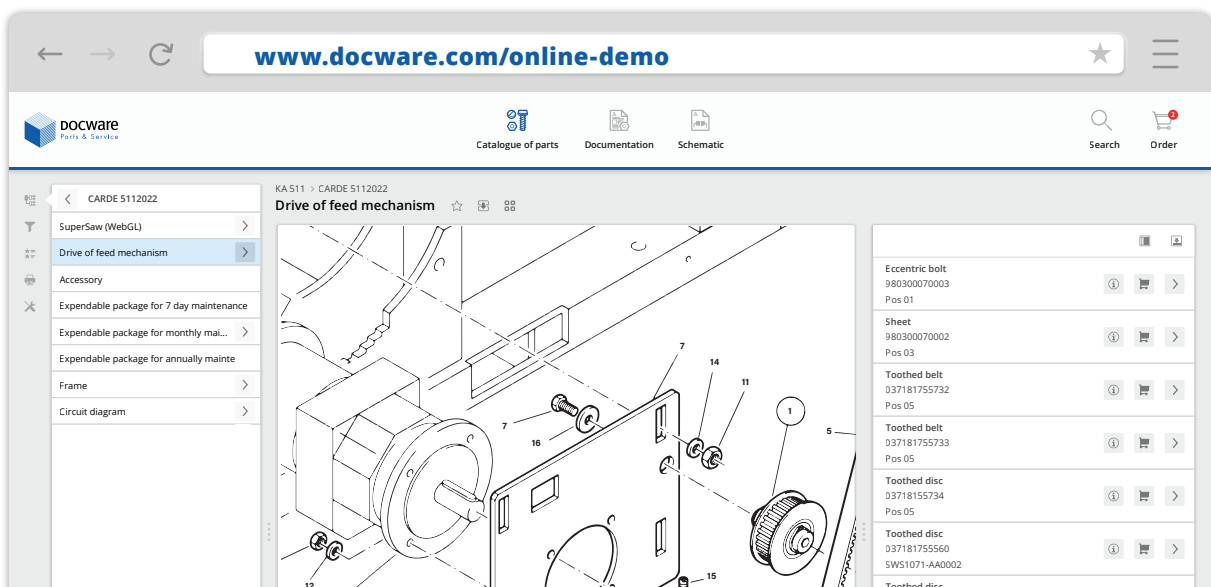- ✓ Catalogues „On Demand" - Publishing at the touch of a button

Test our digital spare parts catalogue now

Experience how you can find and order spare parts with minimal effort.

Witness the user experience of your users and service technicians and discover an easy **identification** and **ordering of a spare part**.

Contact us

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spare-parts-catalogue

You want to know more?

Learn all about PARTS-PUBLISHER - the digital transformation of your service! Get a 360° service view of your machines. All your information is structured, linked and digitally processed. Anytime, anywhere, in a flexible and scalable spare parts catalogue and service information system.

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