



SYMMEDIA SP/1 PARTS



- › Spare parts shop system in the service portal directly at the machine
- › Machine-specific parts catalogs or digital lists
- › Digitized and, if required, fully automated B2B order process

Order processes are adhered to

With symmedia SP/1 Parts, B2B ordering processes can be digitally mapped. If required, a shopping basket can be generated, transmitted to the manufacturer and an offer created. This offer can then, for example, be ordered via the purchasing department of the operator.

Machine manufacturers who manage their spare parts with an ERP system can also use the symmedia SP/1 Parts module to provide prices and availability of spare parts, submit quotations, process entire orders and later provide the customer with tracking of his orders.

With symmedia SP/1 Parts, the ordering process is transparent for all parties involved at all times. The ticket system shows the manufacturing company the current status of the order. In addition, all relevant documents are digitally available.

Parts identification in the 3D catalogue

In the symmedia SP/1 Customer Cockpit on the part of the production company, required spare and wear parts are identified machine-specifically on the basis of parts lists, 2D or 3D drawings and a shopping basket is put together. At the push of a button, this is requested directly from the machine manufacturer.

From this moment on, the request for quotation contains all relevant information for processing the order and makes it available via the ticket system: from the name of the requesting party on the operator's side, the processor at the manufacturer's to quotation and shipping information for the order.

Secure ordering process

When the parts request is received by the manufacturer, the latter sends the operator a corresponding offer. Comment fields are available that enable internal or external communication. All activities relating to a Parts Request are stored in the system file and can be called up there at any time.

Depending on the possibilities of the manufacturer ERP, the offer can be generated automatically by the ERP or manually created and sent by an employee.

Once the quotation has been submitted, the manufacturing company can transmit the order directly via symmedia SP/1 Parts or its own ERP (or eProcurement System). The Parts Request is thus completed and removed from the local request list. Completed Parts Requests are available in the plant file.

Parts Agent

The Parts Agent is the digital seller of the manufacturer directly at the machine. It is delivered with the maintenance manager and continuously scans the collected machine data for indications of part requirements. Once the Parts Agent has identified a requirement, it provides the operator with an order proposal: convenient, tailored to requirements and exactly at the right time.

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