

A PARTS REFERENCE SYSTEM WITH SUBSCRIPTION SERVICE UPDATES

CUSTOMER CHALLENGE

A major consumer appliance manufacturer needed a way to store information on over 3 million of their appliance parts and make this information electronically available to their nationwide dealer and distributor locations. The challenge was to build a parts system robust enough to look-up and cross-reference parts information by model number, brand name, manufacturer, or a key word search – which was needed to enhance their overall customer service for repair, replacement, warranty, and claims information.

ELANDERS SOLUTION

Elanders offered a custom software application that included:

- Custom Parts Reference System
- CD Duplication and Subscription Service

The Parts Reference System developed is a custom application that allows the users the ability to look-up and cross-reference the millions of parts needed to repair and replace their brand name appliances. The system allows them to make drilled-down selections until the desired parts assembly drawing and bill of materials are found – and then view, print, copy, or fax the documents as needed. Each dealer and distributor was furnished an initial distribution of the Parts Reference System via CD – which they can run directly from the CD, load locally on an individual computer system, or load to their client server environment. Using a subscription service, monthly updates to the system are furnished via CD and reflect all changes and additions to the parts information.

KEY CUSTOMER BENEFITS

- The Parts Reference System can be searched and cross-referenced by brand name, model number, manufacturer, or a key word search.
- Available via CD so all dealers and distributors can have access to parts information.
- The system is a structured browser-based database – making it easy to use and gain valuable parts information.
- A conversion program was written to take the existing parts data, convert and import it into the new system.
- Security features restrict access to various system functions based on user profiles.
- Designed to take into account the client's requested functions - such as display, search, select, and print features important to the end-users' needs.