




Spare parts catalogs in special machinery industry

You manufacture (mainly) special machines and think that the subject of electronic spare parts catalog is therefore not a concern for you? Your customers might see it differently. Especially from a company that is a technological leader within an industry, one expects that it will support its customers competently even after the purchase, in the area of service.

And the ability to easily and error-free identify the required spare parts and then procure them quickly is certainly one of them. State of the art – even if only few companies have so far – are electronic spare parts catalogs made available on the Internet. This makes it possible to simplify the identification of the required spare parts:

Simple	If you produce a few product types in large quantities, type-specific catalogs are certainly sufficient.	
Medium	With a wider range of products, it makes work easier for the service technician or customer if he can find the right catalog by entering a serial number. Smaller variances within a product type can be handled via a few additional pieces of information (e.g., "valid from ... to ..." or annotations).	
Complex	However, as soon as the construction of special machines (or plants) prevails, one will not be able to manage without a machine- or plant-related catalog.	

But isn't it far too much effort to create a separate spare parts catalog for each individual machine?

Yes, it certainly is, if spare parts catalogs are created using the "classic" editorial process.

But nowadays, in most cases, this is no longer necessary. You design your machines or plants with modern CAD systems, production and sales are controlled by an ERP system. This means that you already have most of the electronic information you need to automatically generate machine- or plant-related catalogs. How exactly this can be done has to be clarified on a case-by-case basis, since the initial situation is different in each company.

With our extensive expertise in this area, we can support you here – both in the analysis as well as in the design and implementation of a corresponding project.

But don't too much data are generated with a single catalog?

No. When using an intelligent database design, as with SpareParts 365, the resulting data volumes can be easily handled with today's servers and database systems. Information that applies to several catalogs (e.g., master data, drawings and additional documents) is stored only once; the individual BOMs usually do not require a lot of memory space. We would be happy to calculate this together with you for your specific situation.

And what are the advantages of such a solution?

Once the process for the automated creation of spare parts catalogs has been established, you, your service technicians and your customers benefit – among other things – from:

- less effort for the production of spare parts documentation
- avoidance of incorrect orders due to unambiguous identification of required spare parts
- reduced effort in spare parts sales due to the possibility of automated ordering processes
- the provision of "as-built" documentation, in which, for example, later modifications are easy to follow
- a big step in "digitalization", which can give your company an advantage in the increasingly tough international competition.

Get advice free of charge and without obligation – we will clarify with you to what extent SpareParts 365 could support you in your service or after sales business in the future.

We would also be happy to create a sample catalog based on exemplary data from your company, so that you can get a more accurate impression of the solution on this basis.

Further information and contact:

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