

# Case Study:

## Total Visibility Sourcing and Sales (Spare Parts)

### The Business Problem

- Spare Parts sales & service personnel were spending too much time sourcing parts across numerous branches and supersession chains, using a legacy mainframe application
- Customers and staff wanted a system for providing quotes and converting to sales
- Suboptimal sourcing and freight decisions were costing money



### The Solution

#### Engine

- Goal-oriented GUI with workflow-triggered invisible automation of mainframe
- Database of product supersession chains
- Database of customers, quotes, transactions
- Database of telemetry on machine operating conditions

#### Features and Benefits

- Screen-scraping of mainframe preserves business logic
- Integration with electronic parts books
- Several search modes, balancing speed and thoroughness
- Product notes, demand history, and customer information tabs
- Option to import customer-sourced orders in CSV or Excel format
- Partial part number lookup
- Partial customer identifier lookup
- Embedded rules for enhanced governance (e.g. discount authorisation workflow)
- One-click conversion of quote to sale
- Human-in-the-loop sourcing and freight optimisation
- Unnecessary back-orders caught
- Lost sales captured for follow-up action
- Notification of expiring quotes
- Up to 10X faster workflows

The screenshot shows the KAL PARTner software interface. The top section displays search results for 'CARRIER ROLLER' with a sell price of \$458.60 and a supplier number of 420335. Below this, there is a detailed view of a part assembly diagram with numbered callouts (1-40) and a table listing part numbers, descriptions, quantities, and sell prices. The table includes parts like GOVERNOR, GASKET, and O-RING.

Line	Part Number	Qty	310	322	324	327	328	330	331	334	340	341	343	344	345	346	350	361	362	363	364	365	369	370	371
1	KOM 566-30-40330	2/2	0/4									2/4	0/1	0/1			0/2	0/2	0/2	0/2	0/2				
2	KOM 620-17-2814	0/8	0/20				0/6	0/7				0/5	0/20	0/22		0/1	0/12	0/12	0/2	0/2				0/1	
3	KOM 261-13-20340	2/2										2/2	0/5				0/2				0/6	0/13	0/2		
4	KOM 135-13-2322	2/2	0/0					0/2				0/1					0/2	0/2							
5	KOM 566-13-46750	1/1	1/0				0/2										0/2	0/2							
6	KOM 07000-12445	1/1	0/12	0/3	0/6	0/1	0/2	0/3	0/3	1/6				0/2	0/5		0/7	0/29	0/30	0/1	0/2	0/1		0/3	0/1
7	KOM 711-20-37121	1/1																							
8	KOM 711-20-37123	1/1																							
9	KOM 145-14-12750	1/1	1/3				0/1	0/1		0/1	0/3						0/1								
10	KOM 566-13-17250	1/1	1/1																						
11	KOM 566-13-37211	25/25	25/0									0/1	0/6												
12	KOM 07039-20353	2/2	0/1				0/1	0/4				2/2	0/5				0/2				0/1			0/1	
13	KOM 566-15-70760	16/16																							
14	KOM 566-15-61242	2/2																							
15	KOM 566-30-40002	1/1																							
16	KOM 567-20-12310	0/8	0/0						0/1		0/1	1/1	0/6	0/1				0/1							
17	KOM 07032-30095	1/1	0/4	0/1						0/1	0/1	0/6	0/1				0/6	0/1		0/1					
18	KOM 105-15-32710	1/1					0/14	0/3		1/4	0/1	0/1				0/6	0/12	0/2							
19	LP 424-16-11310	0/10	0/232	0/4	0/30	0/32	0/7	0/32	0/8	0/35	0/37	0/21	0/336	0/8	0/30	0/34	0/25	0/739	0/303	0/21		0/2	0/6	0/7	

↑ Satisfaction: CX, EX  
↓ Sourcing errors, Lapsed quotes,

