# **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

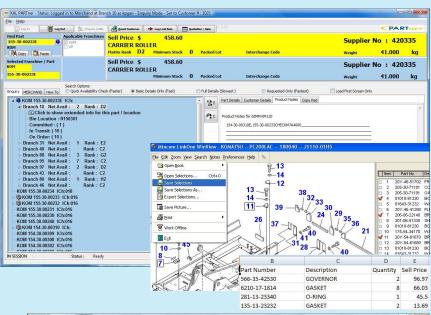




#### The Solution

#### **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



ne	Part Number	Qty	310	322	324	327	328	330	331	334	340	341	343	344	345	348	350	360	361	362	363	364	365	369	370	371
	KOM 566-35-42530	2/2	0/4	1000		1000	100		7/4/1		2/4	0/1	0/1	100		0/2	0/3	0 / 12	0/2	0/2			1			
	KOM 6210-17-1814	8/8	0 / 10				0/6	0/7			8/9	0 / 10	0 / 12		0/1	0 / 11	0 / 10		0/6	0 / 13	0/2				0/1	
	KOM 281-13-23340	2/2									2/1	0/5						0/2	100							
	KOM 135-13-23232	2/2	2/0					0/2			0/1						0/2	0/2						$\Box$		
	KOM 566-13-46750	1/1	1/0					0/2									0/2	0/2								
	KOM 07000-12145	1/1	0 / 12	0/3	0/6	0/1	0/2	0/3		0/3	1/6			0/2	0/9		0/7	0 / 29	0 / 10	0/1	0/2	0/1			0/3	0/1
	KOM 711-20-37121	1/1	100			100	100			200			2000			5710	GIA.		1000				100			
	KOM 711-20-37213	1/1																								
	KOM 145-14-12750	1/1	1/3					0/1	0/1		0/1	0/3		100		0/1	1000	100		100						
)	KOM 566-13-17250	1/1	1/1									0/1														
1	KOM 569-15-32721	25 / 25	25 / 0				44				0/1	0/6														
2	KOM 07018-20353	2/2	0/1				0/1	0/4			2/2	0/5					0/2				0/1			0/1		
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7	KOM 07012-10095	1/1	0/4	0/1		4000	1000	0/1		0/1	1/1	0/6	0/1	Total Control	1000		1500	0/6	0/1	1100	0/1		100	100		
3	KOM 195-15-32710	1/1					0/14	0/3			1/4	0/1	0/1			0/6	0 / 12	0/2								
9	LP 424-16-11130	0 / 10	0 / 232	0/4	0 / 10	0/32	0/7	0/32	0/8	0 / 16	0/37	0 / 21	0 / 376	0/8	0 / 30	0/34	0 / 25	0 / 739	0 / 103	0/21			0/2		0/6	0/7
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#### **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
- **↑** Satisfaction: CX, EX
- **▶** Sourcing errors, Lapsed quotes,

