



SIGNIFIKANT

Voltas Limited, a Tata enterprise, is a single window provider and contractor for end-to-end engineering projects and solutions, which serve a wide spectrum of industrial, infrastructural and commercial applications in India and more than 30 countries overseas.



Customer case Voltas

SIGNIFIKANT HELPED VOLTAS LTD TO STANDARDIZE THE PART UPDATE PROCESS FOR THE DEALERS ALL OVER THEIR GEOGRAPHICAL REGION. THE SIGNIFIKANT PLATFORM IS A VERY COST EFFICIENT E-CATALOG AND REPOSITORY FOR ALL AFTERMARKET INFORMATION FROM DIFFERENT SOURCES. IT PROVIDES ALL THE MAJOR CONTRIBUTION TO ENHANCE THE SALES GROWTH AND SERVICE ON AFTERMARKET.

Voltas' Material Handling Division has been manufacturing products such as cranes, forklifts and warehousing equipment for the international market for 45 years. With rapid business expansion and product development, the company realized the need for an advanced aftermarket solution to better handle the increasing complexity and meet customer demands.

With 15 years of service experience working with some of the most prestigious manufacturing brands in the world, the Signifikant Platform is the perfect tool to help Voltas best position its business for future growth. The solution is implemented to collect, produce and distribute aftermarket information. Such information includes service instructions, spare part lists, manuals and operators guides.

Benefits for Voltas

The main benefits for Voltas are that the solution work as the most effective tool to procure and sell the **right part** to the

customer. In addition, the solution helps in cutting down the inventory cost, consumption of time and manpower up to **70%** with high rate of customer satisfaction.

Other benefits are:

- improved profitability and pass on the margin to the customer for the same quality of the product and services, it not only attracts customers but also develop a trusted clientele.
 - Cost effective product with flexible features and user friendly interfaces makes the solution quickly adoptable by the user.
 - Quick update of the revised parts in the signifikant database guides dealer to place right order to OEMs.
 - Automate update system from SAP keep the catalogue up to date quite fast.
 - Right tool to communicate in between Dealers and Aftermarket team accepting feedback and upgrading services.
- Voltas finds easy to synchronize the information collected from different division of the manufacturing plant and stores it as a single repository for further access. It also helps Voltas marketing and design engineers to save their time and increase in productivity and communicating with the dealers and end customers for better services and support.
 - For Voltas' workshops, the signifikant manual guide helps the service center engineers to understand and gain knowledge to provide instant support to the clients.
 - Enhanced search enables the services center engineers and dealers to find correct part and supply to their down chain.
 - A single point reference for the Voltas dealers and service head of the OEMs for analysis, support and enhance aftermarket sales.

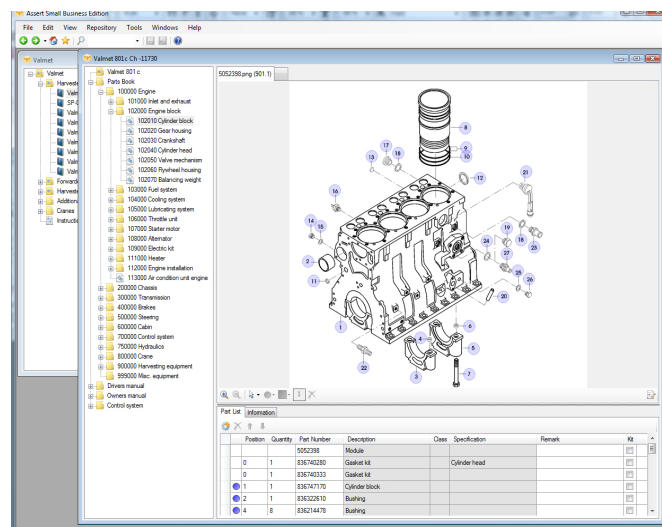


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The Signifikant Aftermarket Information Platform

The Signifikant Platform is a solution for increased aftermarket sales through enhancing aftermarket information delivery, increasing equipment uptime, streamlining maintenance processes and expanding the spare parts business to a new higher level.

It is easy to create and publish part catalogues and other type of information needed by dealers and customers, and as the system is distributed over the web any update will reach the market in real-time. The Platform has been specifically designed to achieve high level of integration with other business software such as SAP, ERP or PLM and with a good process support.



About Signifikant

Signifikant is an IT-provider focused on delivering state-of-the art software solutions. Within PLM, Signifikant provides a complete platform for manufacturers after market information.

Signifikant's Vision with the product suite is to Make Your Aftermarket into a Profit Machine.

- Your Customers are demanding more product information. Demands on more information and quality information are increasing dramatically. Margins on after sales are more and more important.
- Product Life Management (PLM) - systems needs to be complimented. PLM-solutions do not take care of the aftermarkets information requirement. Information needs to be reworked for the aftermarket.
- Standards exist and should be used. Product companies are responsible for all information including sub-suppliers components. Product companies invest a lot to recreate their supplier's information into their own format.

The Signifikant Aftermarket Platform and spare part catalogue - An IT-solution for the right spare part to the right machine, increased customer trust and increased aftermarket sales.

KEY BENEFITS

- Increase after sales information quality and increase feedback on quality issues tremendously
- Compete efficiently with third party spare part vendors – increase your sales and strengthen your brand
- Increase your productivity in producing and distributing your after sales material with 100%
- Cut lead times in production of product documentation with 70%

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Signifikant is an IT-provider focused on delivering state-of-the art software solutions and services for the aftermarket. Signifikant's vision with the Signifikant Platform suite is to Make Your Aftermarket into a Profit Machine.

- Usability and design. The most easy to use and well designed web viewer, with powerful and fast search functionality.
- Very strong process support. Good process support is the foundation of information quality and the right part to the right machine.

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MORE INFORMATION? Please visit www.signifikant.se