

Komatsu Forest Benefits from Signifikant's Aftermarket Solutions

Komatsu Forest, a leader in forestry equipment manufacturing, partnered with Signifikant to modernise its outdated systems and improve access to detailed part specifications.

The collaboration resulted in a solution integrating various data sources. This enabled efficient management of about 65000 spare parts and enhanced aftermarket support.

Key features include serial number filtering and multi-tiered access systems, simplifying operations.

The initiative has improved Komatsu Forest's market position, allowing for steady customer support and operational efficiency enhancements.



About Komatsu Forest

Komatsu Forest, a subsidiary of Komatsu Ltd., is a pioneering force in the forestry equipment industry, with roots tracing back to 1961 in Umeå, Sweden. With 1,400 employees and net sales of 442 million euros in 2021, the company is a global leader in forestry equipment manufacturing.

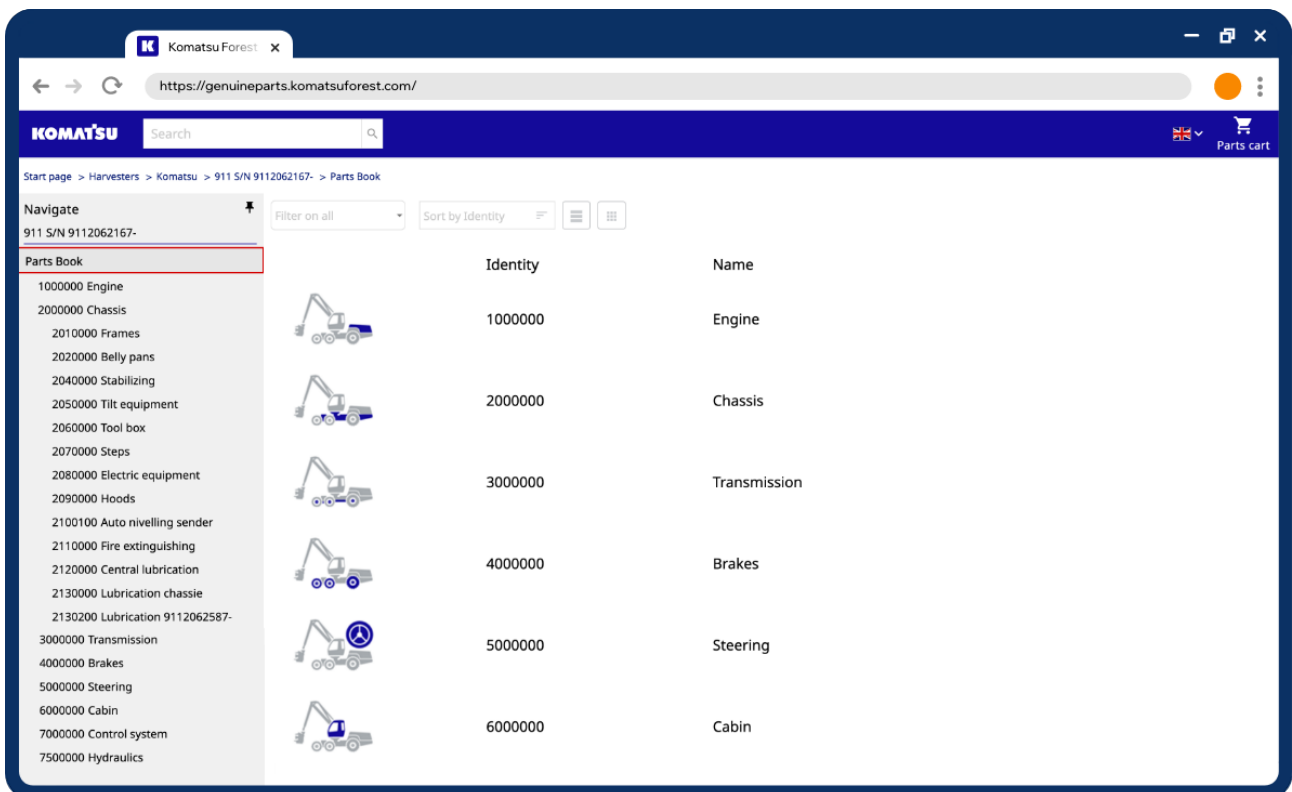
The company’s product portfolio encompasses a comprehensive range of forestry machinery, including state-of-the-art harvesters, forwarders, and harvester heads. Komatsu Forest’s global presence is bolstered by a network of owned companies and dealers, ensuring exceptional support and service across international markets.

The issue at hand

For years, Komatsu Forest’s users demanded access to detailed product configuration information to better understand the products they purchased or used. However, the company’s systems were a fragmented mix of outdated technologies, including homegrown solutions, ERP systems, and even paper records. This made providing accurate and timely information to customers and dealers difficult. Previous attempts to address these issues met with limited success due to the complexity of integrating multiple legacy systems and vast amounts of data.

The lack of a unified system impacted various aspects of Komatsu Forest’s aftermarket operations. The company needed a solution to integrate data from multiple sources, provide a comprehensive view of product configurations and maintain and update records for a wide range of products.

The existing systems were not equipped to handle the evolving needs of Komatsu Forest’s diverse customer base and expansive product line.



What was done

Komatsu Forest collaborated with Signifikant to devise a sophisticated solution for their challenges. The project involved developing a custom platform to integrate and compare data from various sources.

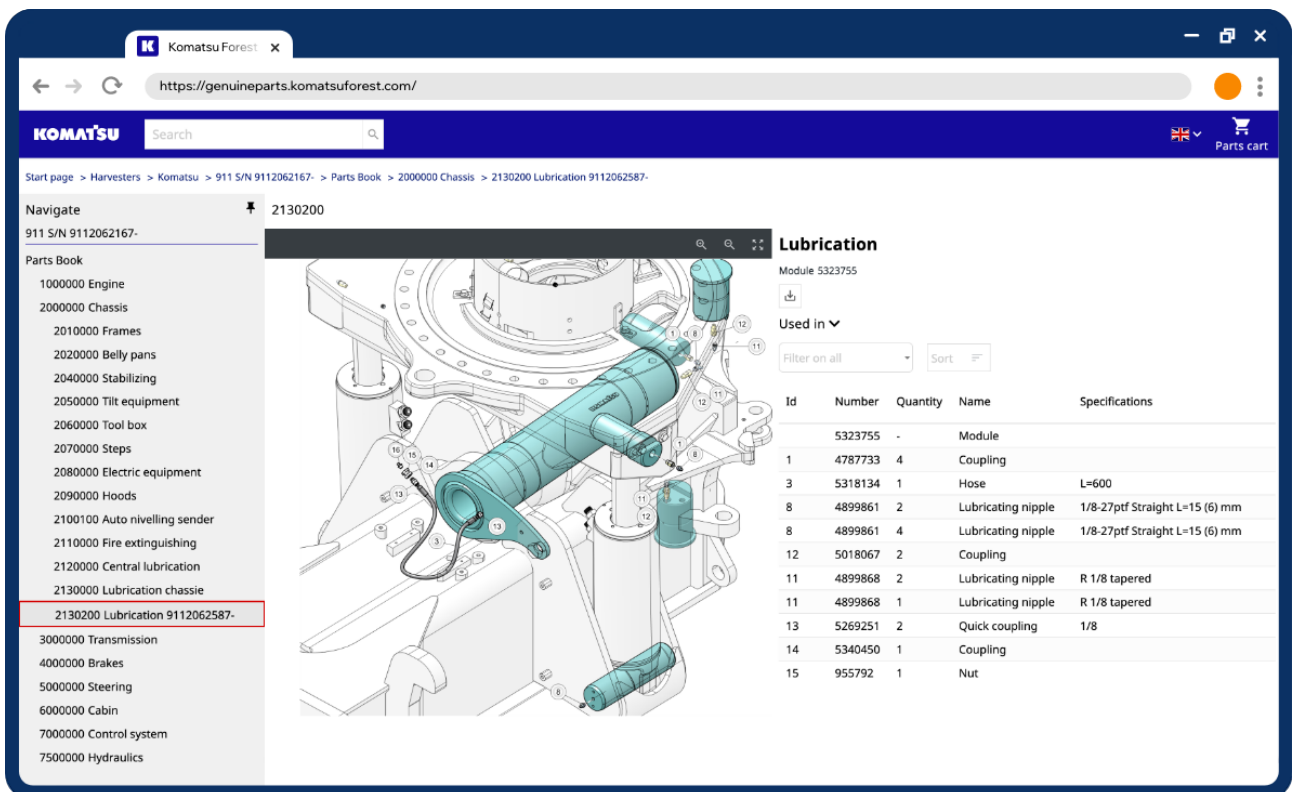
Signifikant’s after-sales platform was implemented with advanced serial number filtering capabilities, requiring careful configuration of parameters such as machine types, variants, modules, and tear-downs. These were managed through specifications, filters, and rules at different levels to ensure accurate results. The solution encompassed a complete range of aftermarket product information, including spare part e-catalogues, accessories, manuals and training materials.

An internal web viewer was developed, which is accessible via login for staff and dealers. This viewer provided access to spare part e-catalogues and technical publications with two access levels. An external web viewer was also available to the public without a login.

Additionally, several viewer applications were created, including an offline laptop sync app, a machine installation app for assembly, and a standalone app provided on USB during machine delivery or upon request.

Key developments

- 01** Serial number filtering with adjustable parameters for accurate information retrieval.
- 02** Managing product information, including e-catalogues, manuals, and technical documents, to support its diverse product range and customer base.
- 03** Handling multiple brands for diverse equipment needs.
- 04** Multilingual support for global accessibility.
- 05** User authentication for personalised access.





The Signifikant aftermarket platform has provided Komatsu Forest a centralized platform to distribute aftermarket information to the global footprint of Komatsu Forest including the dealer network. Spare part information, user manuals, service & workshop manuals, training materials etc. are available in the same platform for all authorized personnel. The information can be reached by our mechanics/ technicians also from an offline application, useful in remote unconnected areas where our customers operate our forestry machines.

Andreas Ritzén, General Manager Aftermarket publications, CSB, Komatsu Forest AB

The after-effect

The aftermarket platform improved Komatsu Forest's ability to provide accurate part information on the go. The system now manages about 65,000 spare parts, improving spare parts management and aftermarket support. The serial number filtering capability has enabled Komatsu Forest to display detailed configuration information for individual machines, enhancing customer service and internal efficiency.

The integration with Dynamics AX (followed by Dynamics 365 later on) has streamlined aftermarket operations, reducing manual processes and improving order accuracy. This led to cost savings and improved service delivery, further enhancing Komatsu Forest's market position. The solution also facilitated better communication and collaboration across Komatsu Forest's global network of dealers and subsidiaries.

The multi-tiered access system ensures that both internal staff and customers have appropriate levels of access. Overall, offline and stand-alone applications have proven particularly valuable for field technicians and customers operating in remote areas with limited connectivity.

About Signifikant

Signifikant offers a complete solution for managing spare parts, including data documentation, e-commerce and personalization, resulting in increased profitability and enhanced customer satisfaction.

With a global presence through its headquarters in Stockholm, Sweden, and a branch office in Mumbai, Signifikant serves clients across Scandinavia, Europe, North America, and Asia.

