



Enigma Software-as-a-Service (SaaS) Electronic Parts Catalog

The Enigma Software-as-a-Service (SaaS) EPC application is an online solution for delivering manufacturers/OEM service and parts information to dealers/distributors, customers, maintenance shops, call centers and field service environments. The solution ensures that dealers and technicians are using the most up-to-date service information, and can quickly identify and order parts.

Enigma SaaS EPC supports the following user activities:

- Access OEM service and parts information, including part numbers, description, price, drawings, schematics, technical details and service bulletins
- Seamless workflow across parts and technical manuals
- Build pick lists and parts orders and send to OEM/dealer
- Synchronized views (selections) between assembly drawings and associated parts lists
- Adding and viewing maintenance notes
- Develop personalized documentation through bookmarks and history references
- Parts and service filtering according to equipment serial number and/or product configuration
- Multiple techniques for service and parts navigation: textual, visual, searches, etc.

Enigma's SaaS EPC offering is hosted in a cloud computing environment and delivered via the Web; this solution reduces server hardware and maintenance costs, as well as internal IT support costs.

The SaaS EPC solution is particularly compelling for two business profiles: 1) small-medium businesses (SMB) that wish to keep infrastructure requirements low; 2) larger companies moving to the Web that wish to start small. With a SaaS EPC, companies decrease the time and cost of launching a Web-based service and parts storefront. Enigma's SaaS EPC offering can have companies up-and-running in 90 days from implementation start date.

Summary

Enigma SaaS EPC application offers a fast, cost-effective way for OEMs to create, and update online illustrated parts catalogs and service information, resulting in higher aftermarket parts sales and better customer/dealer support.

Benefits

- Allows unlimited updates of parts information, pricing, service manuals and bulletins
- Improves customer and dealer support with minimal impact on back-office IT resources and budgets
- Improves parts/ logistics accuracy
- Reduces parts misorders
- Reduces implementation time and costs
- Limits internal support costs
- Complements existing enterprise offerings, improving visibility and responsiveness to the field
- Reduces customer support time/ costs
- Reduces server hardware and maintenance costs
- Improves field service
- Increases equipment uptime
- Improves aftermarket part sales by simplifying the OEM's parts purchase process

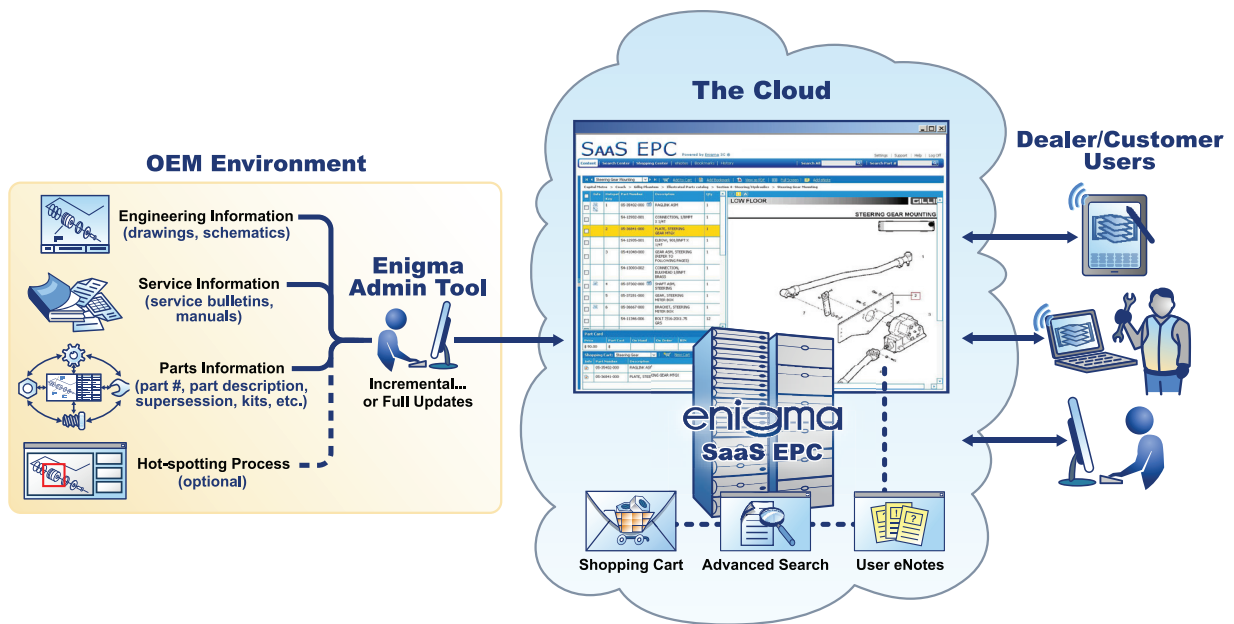


Figure 1 - Enigma SaaS EPC Application: High-level Architecture

Features

- Complete sales and service information delivered by serial number, product line, model and options
- Administrator tools allow OEM to control the revision schedule (daily, weekly, etc.) of parts and service information
- Automated generation of data packages for incremental updates to the EPC
- Illustrated parts catalog displays a parts list and assembly illustration with part information (pricing, location, availability)
- Support for multiple data formats
- Shopping carts to streamline the parts ordering process
- Search functionality enables simple or advanced service and parts searches according to equipment serial number, part number, service procedure, description, product type, family, model and free text
- Parts lists, alternative parts, supersession, kitting and assembly views that provide dealers and service technicians with information and guidance
- Bookmarks and history save and recall the model, assembly and serial number filtering, and allow users to easily return to previously viewed, and frequently used, parts catalogs or product information

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