

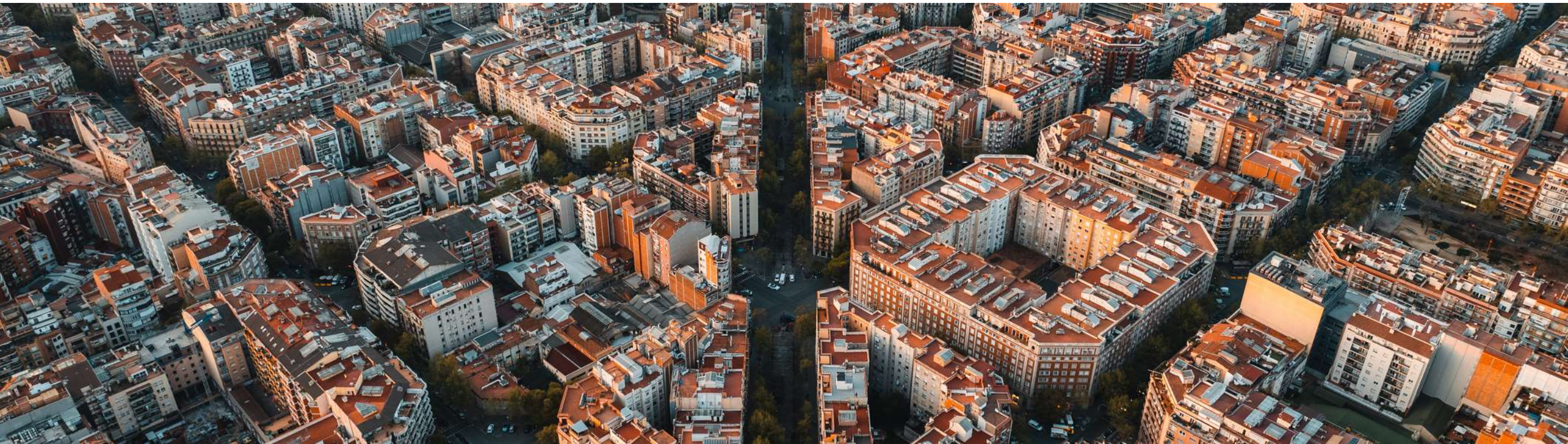
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**3<sup>rd</sup> MRO SMARTHUB FORUM**

**OCTOBER 22, 2024**

**BARCELONA, SPAIN**





# The new Auto-Response Module for RFQs

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OCTOBER 22, 2024

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"ILSMart marketplace generates \$5 billion to \$7 billion in RFQs annually"

<https://www.ilsmart.com/largest-aviation-parts-aftermarket-for-sellers>, accessed: 2024-09-24



"500+ incoming RFQs per day is our usual volume. 80% of them are no-quotes."

Jens Kallweit, VP Sales, DMS Enterprise GmbH, asked: October 2024

"We receive dozens of RFQs every day [...]."

Horix Aerospace,  
<https://www.horix.ch/post/the-right-marketplace-for-aircraft-spare-parts>,  
accessed: 2024-09-11

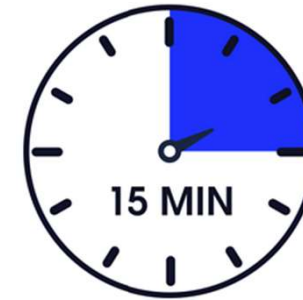
100

RFQs per  
day

x

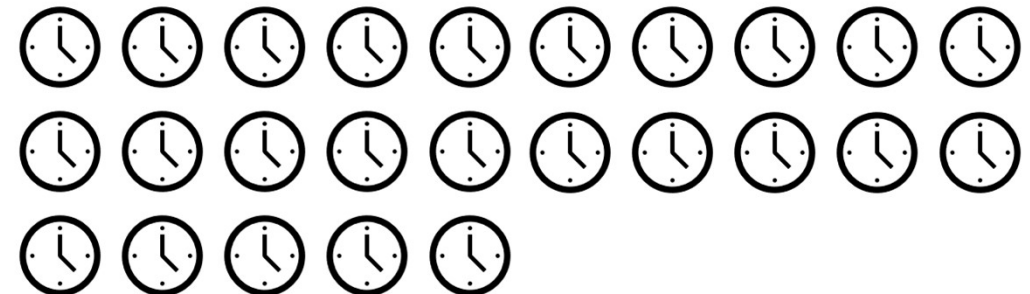
15

minutes to  
respond for each



25

hours per day



# New Auto-Response Module for RFQs



## All incoming RFQs in one place

Consolidate all RFQs from e-mail, platforms, phone calls in a single unified platform.



## Reduce time spend on RFQs

Automatically receive all necessary information to answer RFQs.



## Focus on RFQs you can answer

Automated responses on RFQs for material not in your sales inventory.



## Get market insights on RFQs

Seamless access to histories, market prices, FMVs & KPIs from Evaluator.

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### Purchase Request Intake


Receive purchase requests from customers via various channels, e.g., e-mail, platforms, phone.



2

### Ticket Creation

System automatically creates a new ticket for every incoming purchase request.



3

### Initial Communication

If applicable send an automated response back to the requestor confirming receipt of the request.



4

### AI-based Content Extraction


Content of the incoming request is extracted and consolidated into a generic format.



5

### Automated Inventory Matching

Match request details with available sales inventory online and offline.



6

### Integrated Decision Support

Integrated KPIs and information from Evaluator enable informed sales & pricing decisions.




Automated Process Steps

Remaining Manual Tasks

7

### Create response draft

Based on matching results and price suggestion the system drafts a response for final user review.



8

### Edit Response and reply

Match request details with available sales inventory online and offline.



# Incoming e-mails

## Part Request

Von Sebastian Vock

Please quote PN ENG00001 in New surplus condition. Lead time 3 days

Best regards,  
Sebastian

## Forwarded E-mail

Von: Jan Sycha <jan.sycha@opremic.com>  
Datum: Montag, 3. Juni 2024 um 17:27  
An: Sebastian Vock <sebastian.vock@opremic.com>  
Betreff: Test

Hallo,

Das ist ein Test

Please quote the parts in the attached XLS and the following part: ICHWILLWASEXTRA in NS condition.

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19<sup>th</sup> MAINTENANCE COST CONFERENCE  
& 2<sup>ND</sup> MR0 SMARTHUB USER FORUM  
OCTOBER 4-6, 2023

# XLSX attachment

## WG: Test

Von Sebastian Vock



















2 Anhänge 16 kB

  
Part-Quotation-02.xl...

  
smime.p7s

Mehr Speicherplatz für Anhänge

partNo	cond	quantity
CUE0000002	SV	1
CUE0000328	AR	1
COM0000001	NS	1
ENG0000006	SV	1
ENG0000003	AR	1
COM0000007	NS	1

Time ↑↓	Company ↑↓ Contact	Part number ↑↓ Description	Requested condition Lead time ↑↓	Availability	Price	Action
3 months ago	Opremic trade GmbH Jan Sycha	ICHWILLWASEXTRA Unkown	Condition: NS Lead time: 5 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Jan Sycha	ENG0000006 Unkown	Condition: SV Lead time: 5 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Jan Sycha	CUE0000002 Unkown	Condition: SV Lead time: 5 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Jan Sycha	COM0000007 Unkown	Condition: NS Lead time: 5 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Jan Sycha	COM0000001 Unkown	Condition: NS Lead time: 5 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Dr. Sebastian Vock	ENG00001 Unkown	Condition: NS Lead time: 3 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Jan Sycha	ENG0000006 COMBUST # Long combust description	Condition: SV Lead time: 5 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Jan Sycha	ENG0000003 BLADE # Long blade description	Condition: AR Lead time: 5 days	NE NS OH SV AR US	1000	 
3 months ago	Opremic trade GmbH Jan Sycha	CUE0000328 METER # Long meter description	Condition: AR Lead time: 5 days	NE NS OH SV AR US	1000	 

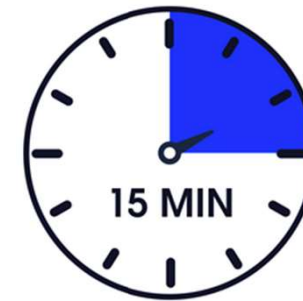
100

RFQs per  
day

x

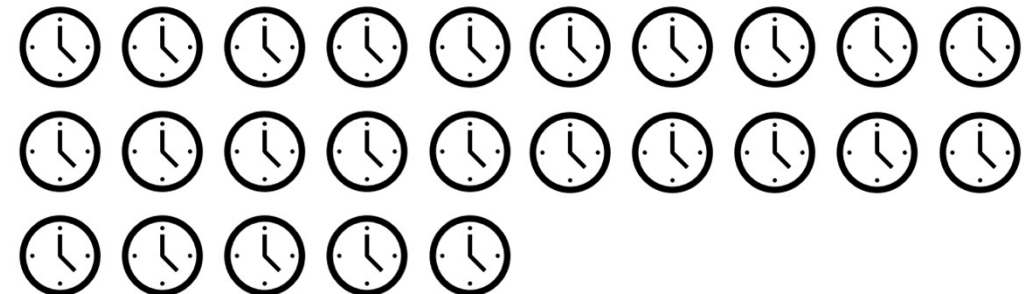
15

minutes to  
respond for each



25

hours per day



20

RFQs per  
day

x

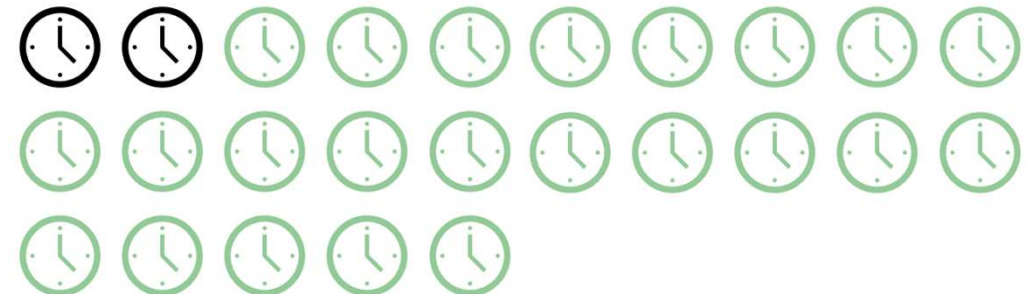
5

minutes to  
respond for each



<2

hours per day



-92%

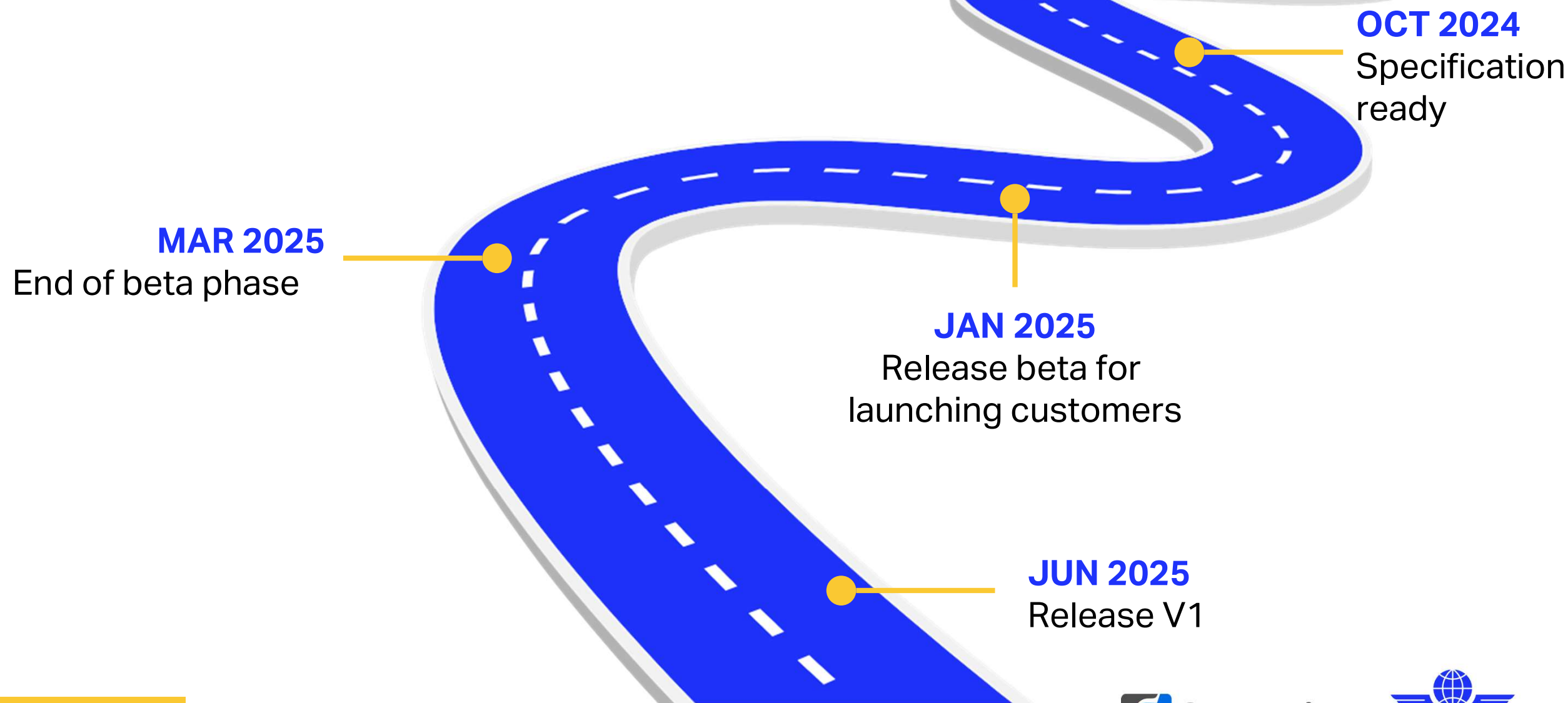
time spent on RFQs

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# Roadmap to Auto-RFQ module



# Roadmap to V1

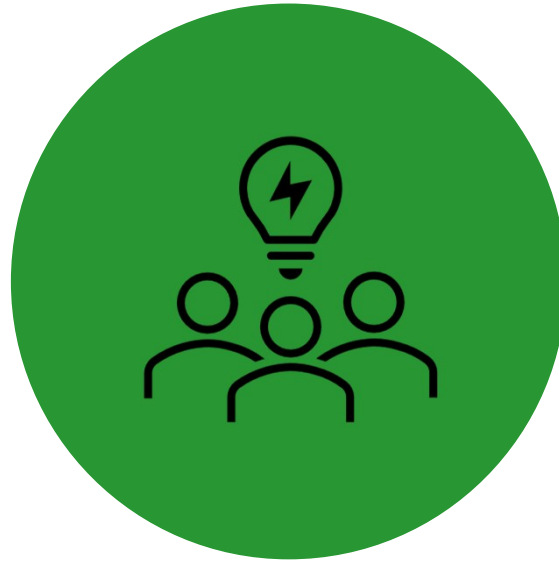


# Roadmap to V1



## Sales price calculator

Use Evaluator data to receive appropriate sales prices for your available material.



## Increased listing visibility

Searches on Connector can be answered by Auto-RFQ to show availability.



## Automatic reply on RFQ

Automate replies on pre-defined RFQ situations.



## Provide documentation

Use available documentation meta-data from SmartDocs to respond to inquiries.



Interested? Feel free to reach out to our product team.

**Visit [iata.org](https://www.iata.org/mro-smarthub) for more information**  
<https://www.iata.org/mro-smarthub>

