Benefits of automation and digitalization for aftermarket suppliers.
What we are achieving:

Transactions + 85 %

Employees +/- 0 %
Who are we?

- Spare Parts Provider
- 30 + years in the business
- Family owned
- Long term view
- Exchange focused
- Quantum User (not finance)
Where are we in our development?

First ~ 20 years:
“IT does not take that long, I will fix it”

6 years ago:
Focus on automation and digitalization

Since 2020:
Acceleration of customer facing automation
What we have focused on:

Quantum/Tribal Clean Up
- Update Companies
- Contacts
- Account owner
- Certs & Trace
- False locations
- Use Quantum right
- Define and improve processes

IT Systems
- Establish an environment outside of Quantum for analysis and self service

Pricing
- Set exchange, core and outright pricing for material.
- Continuous review of all SO, PO, Frequently sold, Frequently not sold etc..
How we use it:

- Clean inventory
- Structured Certs & Trace
- Updated Contact
- Updated Account Owners

- FTP ability
- Custom mass email ability

- Exchange, core and outright pricing for material.
How we use it:

- Defined Quoting processes

Quantum/Tribal Clean Up

- Read emails looking for Part Numbers.

IT Systems

- Exchange, core and outright pricing for material.

Pricing
How we use it:

- Defined Receiving and Repair processes
- Move out of notes and into fields
- Use the system the correct way.
Revolutionizing customer interaction:

- 75% of Quotes are now automated or semi-automated
- 70% of automated quotes parts have a price
- Focus on key customers
- Improved Conversion
- Improves customer service
- Exploring new ways