

Components Engine

YOUR AFTER SALES SOLUTION



THE AFTER SALES SOLUTION CUSTOMIZED FOR YOUR BUSINESS

TABLE OF CONTENTS

- 06** **Our history**
Our experience at the service of your company
- 08** **After-sales specialists**
We make your business grow
- 10** **We are dedicated to your satisfaction**
Your satisfaction is our success
- 12** **Components Engine experience**
Customized solutions for your after-sales service
- 14** **Components Engine IPC**
A unique system for your spare parts catalogue
- 18** **Components Engine Claims**
The intervention report becomes electronic
- 20** **Components Engine Plus**
A digital archive for all your documentation
- 22** **Integration Landscape**
We are connected to your company



We work with companies

We offer all our customers a unique service to realize their ideas and exceed their expectations.

We believe that it is people who make companies grow: we combine the ideas of our customers with the know-how of our team, to define a common path and grow together.

We use the best technologies to achieve results together with our customers in a fast, distinctive and effective way.

Our history

**Courage
Ambition
Reliability**

Are the values that have distinguished us from the very beginning.

For over 20 years Components Engine has been offering its customers products and services for after-sales management. Founded in Cesena at the end of the 90s, Components Engine was first recognized on the market thanks to its software for the creation of spare parts catalogues, which in a few years has become one of the most used applications by manufacturing companies.

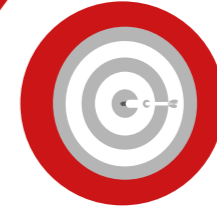


TODAY

Components Engine is a well-established and internationally known synonym for customized solutions for after-sales management.

Our experience at the service of your company

With Components Engine, you have a team of experts at your service to support you at every stage of your after-sales innovation project.



Startup

The **Sales Team** analyzes your company's needs and identifies the right solutions to achieve your goal.



Planning

Project Managers monitor progress to ensure that time and costs are met.



Implementation

The **R&D Department** works to offer you tailor-made solutions, using the most advanced technologies available on the market.



Maintenance

Customer service is at your disposal for the improvement of your project, providing professional and immediate support.

After-sales specialists

Experience, innovation and cutting-edge technology allow us to develop the best strategies to support our customers, helping them to create an increasingly competitive and efficient after-sales department.

Our solutions enable you to:



Increase after-sales turnover



Optimize the use of resources



Promote customer loyalty



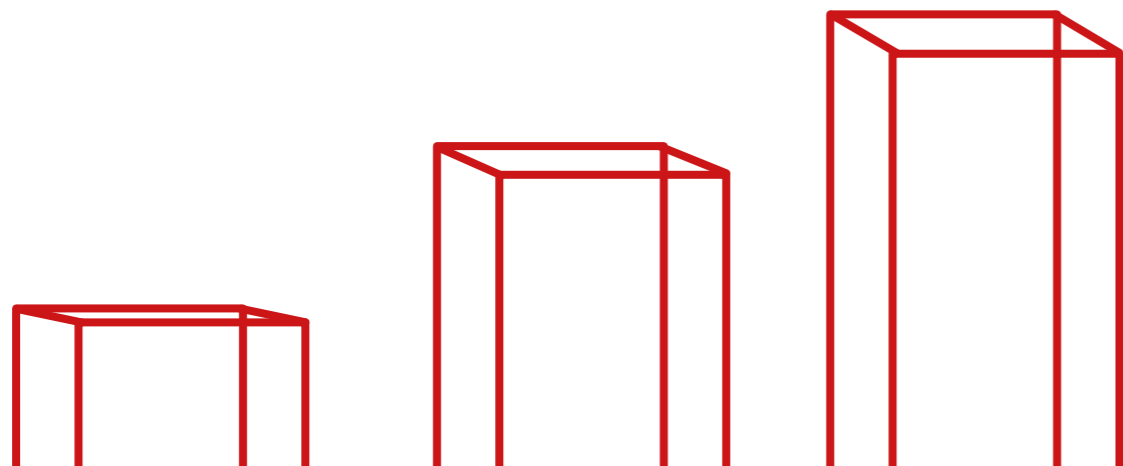
Maximise company data flow



Improve customer satisfaction



Differentiate yourself from the competition





We are dedicated to your satisfaction

Our main objective is to meet the needs of all the companies that come to us, regardless of whether they are small, medium or large: we have a solution for each of them. We share our wealth of information and knowledge with our customers, which we translate into a range of value-added products and services.

We support companies with a new generation of solutions built on the latest technologies, available under licence and in the cloud, which significantly improve process efficiency and optimize operational management in every area of the company. We also offer solutions for both mass production and contract manufacturing.

Mass production companies can count on the effectiveness of our systems for advanced serial number management: by entering the serial number, the system will automatically display the spare parts catalogue and related documentation.

We provide **contract manufacturing Companies** with an innovative system for the management of plants or machines that are customized to the needs of their customers and completely different from each other.

All of our solutions are designed to be integrated with the company's existing IT systems, such as CRM, e-commerce, documentation management portals, etc..

**YOUR SATISFACTION
IS OUR SUCCESS**

Components Engine Experience

Our solutions are designed to improve your customer experience, simplify your service management processes and increase your after-sales profitability.



Components Engine IPC

The all-in-one software for creating, updating and publishing interactive 2D and 3D spare parts catalogues.



Components Engine Claims

The online daily service report integrated with the spare parts portal.



Components Engine Plus

The service portal for sharing documentation and information with customers, dealers and service centres.



Integration Landscape

The turnkey service for integrating our products with company IT systems (ERP, CRM, e-commerce).

Our solutions are equipped with the main features to optimize after-sales service. But sometimes a standard solution is not enough, even if it is of high quality.

Thanks to our research and development team, our products can be customized to best suit our customers' needs, even if they are very complex.





A unique system for your spare parts catalogue



Components Engine IPC

Interactive spare parts catalogues are an essential tool for companies at the forefront of after-sales management.

Components Engine IPC (Illustrated Parts Catalogue) is an innovative software for the creation, management and publication of spare parts catalogues.



Create

In a few simple steps you can import different drawing formats, vector and raster, 2D and 3D, make them interactive and link them to the BOM data.



Publish

With the same software, it is possible to publish the interactive catalogue online and offline and create unlimited graphic layouts for printing the catalogue in paper and PDF format.



Search

Thanks to the many search filters available, finding your product, adding spare parts to the shopping cart and consulting the accompanying documentation takes no time at all.



Order

The Components Engine IPC is a complete spare parts sales system that maximizes profits by reducing errors in order management.

A unique system for your spare parts catalogue

Components Engine is a spare parts management platform that meets all the needs of your company's key sectors.



Technical support

Technical support works better and without stress thanks to receiving correct orders and complete information to send spare parts quickly.



Dealers

Dealers receive spare parts orders from customers in their geographical area.



Maintenance technicians

Maintenance technicians can access user and maintenance manuals, data sheets and assembly instruction videos at any time from any device 24/7.



Your customers

Your customers can place orders for the correct spare parts from anywhere in the world, thanks to the constantly updated interactive catalogue.





Components Engine Claims

Components Engine Claims is the service ticket management solution integrated with the spare parts catalogue. With Components Engine Claims, service technicians can compile service reports on the serial numbers assigned to them and, at the same time, enter the warranty parts they have replaced, selecting them directly from the spare parts catalogue.

THE INTERVENTION REPORT BECOMES ELECTRONIC



Registration of serial numbers.



Entering customer data.



Management of spare parts related to serial numbers under repair.



Entering working hours and travel costs.



Operator text/audio/photo/video operating notes.



History of operations by customer, system, etc.



By linking each technical report to a serial number, it is possible to find out all the work carried out and spare parts replaced on a given product for which the customer requires assistance.

In addition, thanks to the timetable, the maintenance technician can have an exact calculation of the compensation for the work carried out. The company, on the other hand, in addition to having a tool that allows it to receive complete and error-free reports, can consult statistics on reported defects, replaced parts, products most prone to failure, wear, etc...



Components Engine Plus

With **Components Engine Plus**, you can share news, documents and all kinds of after-sales information with different types of users on a single portal.

Components Engine Plus is a user-friendly platform that brings together information and documents in a single user interface, tailored to the user who is browsing. Internal staff, end customers, technicians and dealers will have access to dedicated areas where they can consult the latest news, technical and commercial documentation, graphics and any other information relevant to them.

The company has access to a simple tool that allows it to share data from different sources on a single digital platform. In addition to being able to profile information and documentation according to user group, it is possible to implement many other filters, such as language, market, format, type, etc...



Process optimization

The company can make all the information and documents that usually reside on different systems and in different production locations available to its sales network in a single environment.



Superior customer experience

Customers can access a web area where they can interact with the company in a guided and simplified way, thanks to the chat system and the information request form.



Authentication and profile management

Users can log in, manage their profile and their data in full compliance with the latest privacy regulations.



Modular and versatile structure

Depending on the needs of the company, tailor-made modules can be implemented to optimize after-sales management.



Security and data protection

A high level of IT security ensures that the information managed is protected against attacks from outside.



Data synchronization

It is possible to have a real-time update of data and documents coming from other systems used by the company (management, ERP, etc.).



Integration Landscape

The turnkey service to integrate our solutions with the company's information systems (ERP, CRM, e-commerce) allows you to simplify internal communication and data sharing.



All our products can communicate with the company's IT systems through standard and

customized protocols, designed to meet all our customers' requirements.

WE ARE CONNECTED WITH YOUR COMPANY



Single sign-on

This feature requires the user to provide login credentials in the company infrastructure to access all Components Engine resources without having to re-login.



E-commerce

The online spare parts catalogue can be integrated with the company's e-commerce system. This prevents delayed shipments, out-of-stock orders and incorrectly priced items.



Database

The real-time integration between the management system and Components Engine allows the exchange of data between these two systems, to import descriptions, translations, prices, quantities and to manage orders and requests for quotation.



Technologies

The synchronization between Components Engine and the company's IT systems can be done directly through calls to web services and APIs.



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The background features a large red shape on the left side, which is a triangle pointing towards the center. A grey trapezoidal shape is positioned at the top, extending from the left edge towards the right. Another grey triangular shape is located on the left side, partially overlapping the red triangle. The bottom of the page is a solid red horizontal bar.

Components Engine
Now time is on your side