



## CASE STUDY

### A PARTS REFERENCE SYSTEM WITH SUBSCRIPTION SERVICE UPDATES

#### CUSTOMER CHALLENGE

A major consumer appliance manufacturer needed a way to store information on over 3 million appliance parts, and make this information electronically available to their nationwide dealer and distributor locations. The challenge was to build a parts system robust enough to look up and cross reference parts information by model number, brand name, manufacturer, or a keyword search – which was needed to enhance their overall customer service for repair, replacement, warranty, and claims information.

#### ELANDERS SOLUTION

Elanders delivered a custom software application that included:

- Custom Parts Reference System
- CD Duplication and Subscription Service

The Parts Reference System Elanders developed is a custom application that allows users the ability to look up and cross reference the millions of parts needed to repair and replace their brand name appliances. The system allows them to make drilled-down selections until the desired parts assembly drawing and bill of materials are found — and then view, print, copy, or fax the documents as needed. Each dealer and distributor was furnished an initial distribution of the Parts Reference System via CD — which they can run directly from the CD, load locally on an individual computer system, or load to their client server environment. Using a subscription service, monthly updates to the system are furnished via CD and reflect all changes and additions to the parts information.

#### KEY CUSTOMER BENEFITS

- The Parts Reference System can be searched and cross referenced by brand name, model number, manufacturer, or a keyword search.
- Available via CD so all dealers and distributors can have access to parts information.
- The system is a structured browser-based database — making it easy to use and gain valuable parts information.
- A conversion program was written to take the existing parts data, convert and import it into the new system.
- Security features restrict access to various system functions based on user profiles.
- It was designed to accommodate requested functions, such as display, search, select, and print, features that were important to the end-users.