

Solution Brief

DealerConnect Advantage
AN EFFECTIVE DEALER NETWORK
MANAGEMENT SOLUTION



**COLLABORATION THAT CONSUMES LESSER
TIME BUT PRODUCES FASTER RESULTS.**

In a very competitive business scenario organized business processes can go a long way in producing better results. It is the need of the hour to collaborate effectively with your business associates so that less time is consumed and you pave the way for faster go-to-market. Here it is very important to have an effective dealer management solution. So that your dealers to gain access to real-time information and vice-versa.

DealerConnect Advantage is an SAP NetWeaver based portal that provides a secure and role based platform to collaborate with dealers in real-time, using the existing investment in your SAP ERP implementation. The solution saves cost involved in managing a dealer support centre, reduces the time consumed to get and to update data, and leads to improved dealer productivity and customer satisfaction.

Order Management

DealerConnect Advantage enables dealers to access your order management system to perform functions like ordering products and spare parts and recording services performed. The portal has a user friendly interface that simplifies the ordering process.

Collaborative Inventory Management

The portal also has features that enable dealers to check availability of different types of inventories with an option to download/print the same.

Product Catalog and Pricing

You at your end can maintain data sheets and product catalogs for dealers to download

from the portal. Price list for products and spare parts can also be made available online.

Status Reports

DealerConnect Advantage offers order tracking, invoice list, account statement and RMA tracking features.

Dealer Offers and News

Dealer specific offers and news can be broadcast to ensure that dealers always have the latest and accurate information.

Self Service

DealerConnect Advantage supports self service features for dealers to carry out transactions like creating service notifications, checking inventory, view order history and account statement download.

Alerts and Notification

Dealers and manufacturers can create workflow, exchange messages and receive real-time alerts and notifications on orders and payments.

Reduced TCO

DealerConnect Advantage is a secure and easy to deploy solution based on your existing SAP ERP implementation. Which means in addition to your SAP ERP benefits you get the benefits of a top-end dealer network management solution at the same total cost of ownership. In effect you enjoy more benefits at a reduced TCO.

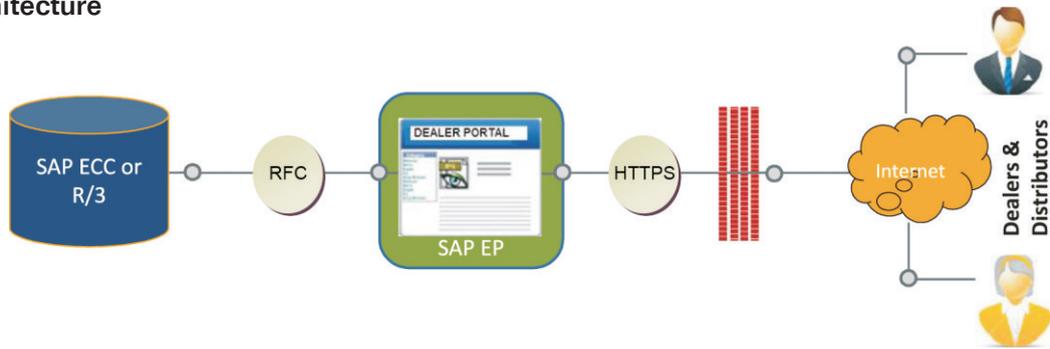
BUSINESS ISSUES

- Work Duplication & Error Prone Orders due to Manual entry.
- Dealers not having visibility to your finished good inventory and order shipment status.
- Dealers do not have the latest and accurate information to sell and service the company's products.
- Time lag in new product launches
- Dealers don't have friendly ways to track their invoice list, sales returns and account statement.
- Organizations spend large amount of time in manual transactions to update and gather information from the dealer.
- Organizations are forced to invest resources in a dealer support centre.

SOLUTION

- Real-time and secure web based portal for dealers for order entry.
- Delivering targeted information, marketing data and tools for dealers.
- Orders, Inventory, Service functions to lower Organization's support cost.
- Dealer self-service, alerts and notifications.

Solution Architecture



QUICK FACTS

Summary

DealerConnect Advantage offers a powerful web-based portal solution that allows access to key business information to your dealers. This solution provides a secure and role based platform to collaborate with dealers in real-time, using existing investment in your SAP ERP implementation. The solution saves cost involved in managing a dealer support centre thus leads to improved dealer productivity and customer satisfaction.

Business Challenges

- Work Duplication & Error Prone Orders due to Manual entry
- Dealers not having visibility to your finished good inventory and order shipment status
- Dealers do not have the latest and accurate information to sell and service the company's products
- Time lag in new product launches
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Solution Features

- Order Management
- Collaborative Inventory Management
- Product Catalog and Pricing
- Status Reports
- Dealer Offers and News
- Dealer Self-Service
- Alerts and Notification
- Reduced TCO

Solution Implementation

- Easy to deploy (Rapid Go-Live) in 6-8 weeks
- Easy to enhance
- Corporate branded portal
- Can be extended with SAP Interactive forms by Adobe for Off-line order entry

Key Business Benefits

- Real-time and secure web based portal solutions for empowering dealers.
- The costs incurred in maintaining Dealer Support Center comes down.
- The new process is completely automated hence the chances of errors due to manual interaction reduce.
- Solution for delivering targeted information, marketing data and tools for dealers.
- The dealer and you now have the same view of the data in real time.
- Order management, Collaborative Inventory management and Dealer Self-Service.

For more information on DealerConnect Advantage,
please visit <http://www.arteriatech.com> | mail sales@arteriatech.com | call +91 80 4242 3800