



E-Shop

Management of spare parts in after-sales stage

Problem description

Support customers in the procurement of spare parts.

Our teams identified recurrent difficulties from our customers to have valuable technical and commercial information regarding their needs on spare parts. This led to poor service performance. A Proof of Concept was therefore launched, with the aim of providing different services to our customers from one single digital platform.

Solution description

Provide a digital solution for spare parts management

Development of a customized digital solution for our customers that enables complete access to their assets and offers various services in the area of spare parts and maintenance via a simple interface and a secure connection.

How it works

Application on Vossloh connect

- A single point of contact: E-shop centralizes all equipment maintenance information, preventing data loss.
- Accessible documentation: drawings, maintenance manuals and technical data are just a few clicks away.
- An intelligent catalogue: customers can not only order spare parts, but also access a personalized catalogue tailored to their network and equipment.
- An intuitive, visual interface: access to data is simplified thanks to 3D views, making navigation both practical and efficient.

The screenshot shows the Vossloh E-Shop homepage. The top navigation bar includes the Vossloh logo and a search bar. Below the header, there are four main service links: 'Mon assistance / SAV' (Contactez Vossloh, Formation, Questions fréquentes), 'Mon parc équipement' (Mes appareils de voie, Mon réseau, Recherche de pièces), 'Mon compte' (Documentation Technique, Mes commandes, Mes devis), and 'Actualités' (Plus d'actualités). A red box highlights the 'Formation' link under 'Mon assistance / SAV'.

The screenshot shows the 'Actualités' section of the Vossloh E-Shop. It displays a grid of 12 images, each with a caption: 'Athènes Esplanade - ATHEC1-A01', 'Athènes Esplanade - ATHEC2-A02', 'Canonnière St Christophe - CANC1', 'Canonnière St Christophe - CANC2', 'Canonnière - K99-A09', 'Landsberg - LAN4-A02', 'Landsberg - LAN6-A01', 'Landsberg - LAN7-A01', 'Musubi - MUS1-A01', 'Musubi - MUS2-A01', 'Musubi - MUS3-A01', and 'Observatoire - OBS1'. A red box highlights the 'Actualités' section.

The screenshot shows the 'Observatoire - OBS1-AGOBS1' page. It features a 3D diagram of a mechanical assembly with numbered callouts. To the right, a table lists four parts with their descriptions and delivery times: '878220064 - Mécanisme MCEH1-29 - Détection électromécanique-br-Délai de livraison : 14 semaines', '878220011 - Couvercle LAN4-A01 - 24 semaines', '878220010 - KIT M. B4H1-108 - Boîte de raccordement détection sabot-br-Délai de livraison : 12 semaines', and '878220009 - KIT M. B4H1-108 - Boîte de raccordement détection sabot-br-Délai de livraison : 14 semaines'. A red box highlights the '878220064' part.



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Additional Features

- **Vossloh Service Offerings & Contact:** A new section has been created to direct customers to our after-sales services, including training, expertise, and repairs
- **Update alert:** our clients can now be informed about any updates to our site, documents, prices, etc.

The screenshot shows the Vossloh E-Shop customer service interface. The top navigation bar includes the Vossloh logo and a search bar. Below the navigation, there are four main service categories: 'Mon assistance / SAV', 'Mon parc équipement', 'Mon compte', and 'Actualités'. The 'Actualités' section is highlighted with a red box. The main content area shows a list of 'Mes demandes en cours' (Open requests). On the left, there is a sidebar with links for 'Formation' (highlighted with a red box), 'Questions fréquentes', and 'Plus de services'.

Solutions requirements

Multi-Factor Authentication (MFA) needed to use Vossloh connect and E-Shop
Ex: google authenticator

Panier Commande

The screenshot shows the 'Panier Commande' (Shopping Cart) page. The top bar includes fields for 'Votre N° de commande ici 07/03/2024' (Your order number here 07/03/2024), 'Ajout rapide au panier' (Quick add to cart), 'Faites glisser ici un fichier xls de commande' (Drag and drop your command file here), and a search bar. The main content area is titled 'Contenu' and shows a table of items. The table columns are: Référence (Reference), Désignation (Designation), Caractéristiques (Characteristics), PU HT (Unit Price), Qté (Quantity), Remise (Discount), and Total HT (Total HT). The items listed are:

Référence	Désignation	Caractéristiques	PU HT	Qté	Remise	Total HT
878931020	TRAPPE EQUIPEE BTMM61 - KIT BTMM61-020 serrure carré		178,00 €	5		890,00 €
878810000	TRINGLE COMPLETE BTMM61 - TNR35		2 170,00 €	1		2 170,00 €

The total amount is displayed as **3 060,00 €**. Below the table, there is a 'Commentaire' (Comment) field and a 'Total HT' summary. To the right, there are two product images: 'MECANISME MCEH61-01 - Détection fibre optique' (878220005) and 'MECANISME MTEH61-01 - Détection fibre optique' (878320028). At the bottom, there are buttons for 'Ajouter au panier' (Add to cart) and a 'Produits déjà consultés' (Previously viewed products) section.