



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

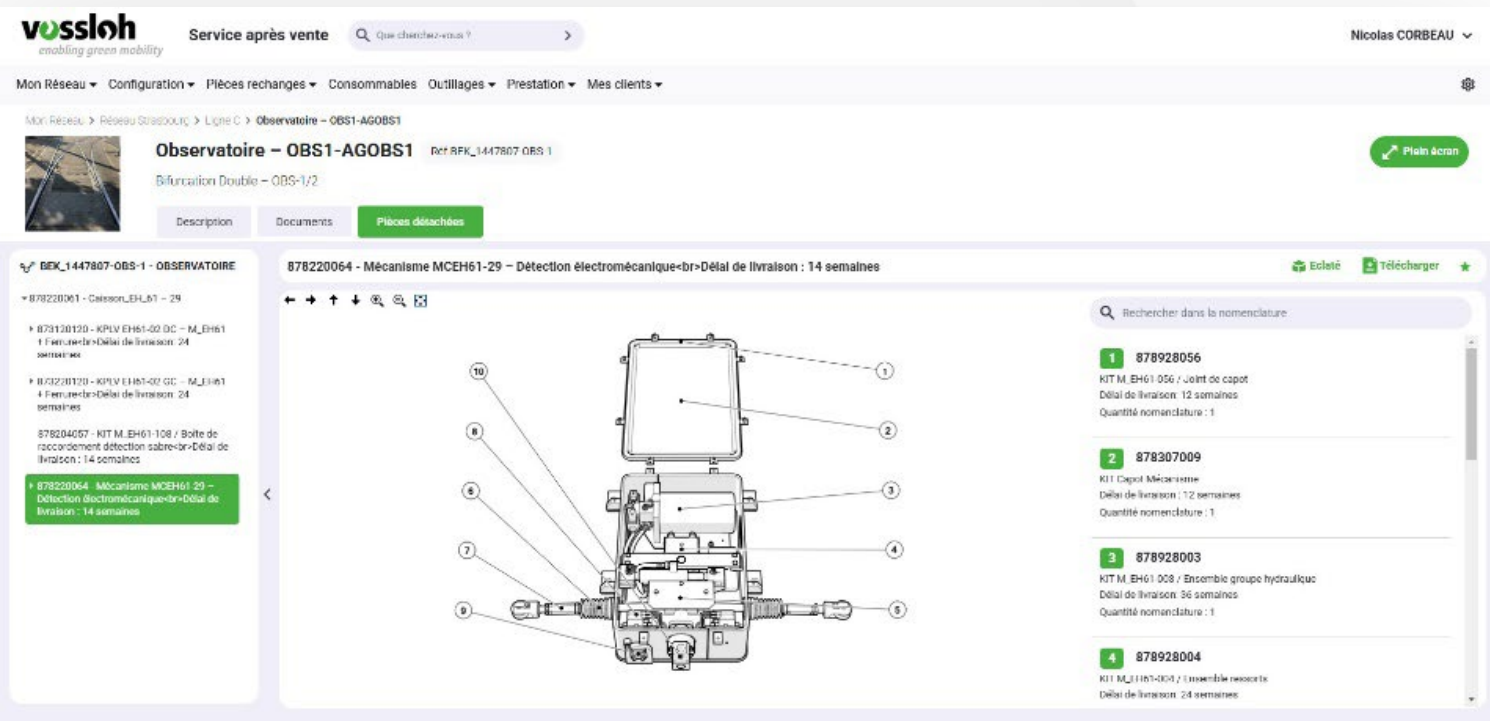
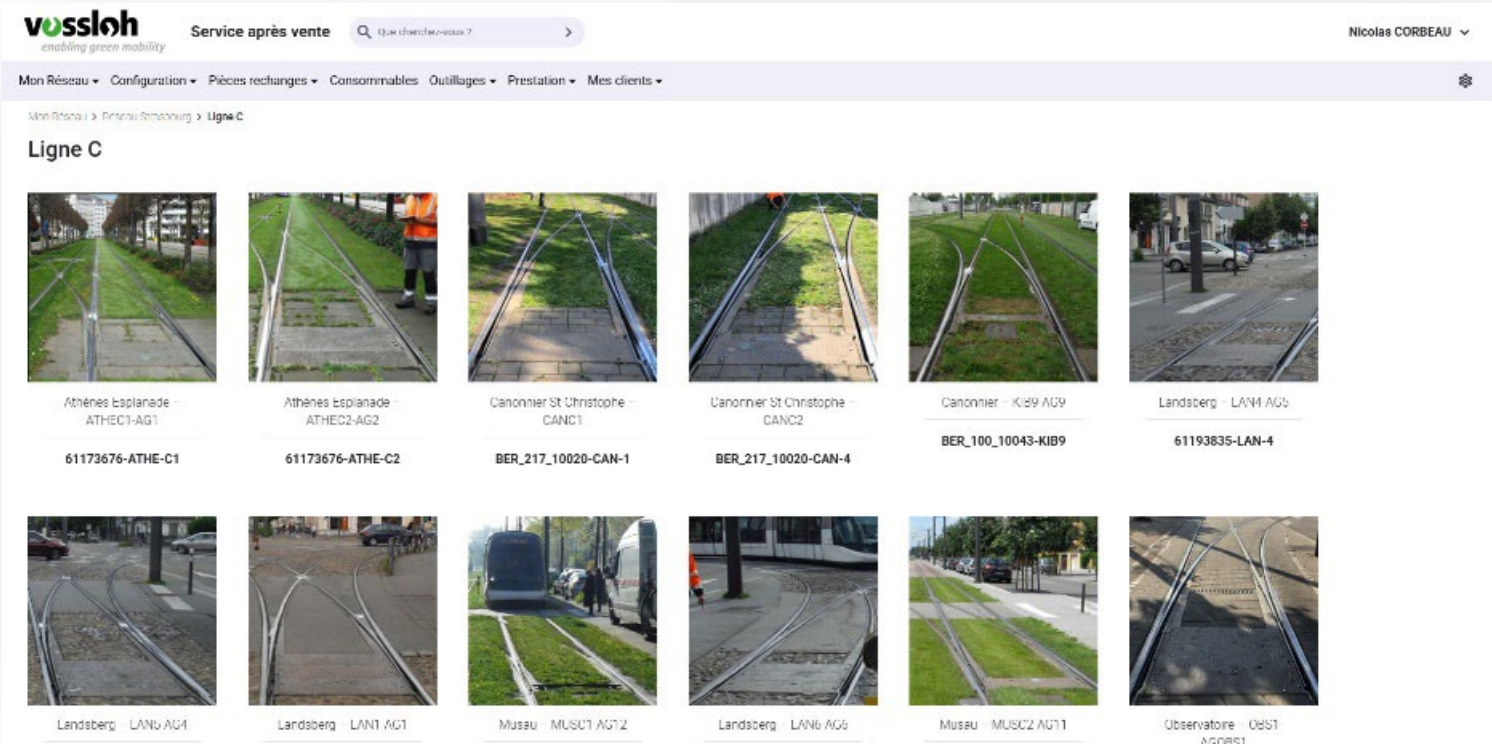
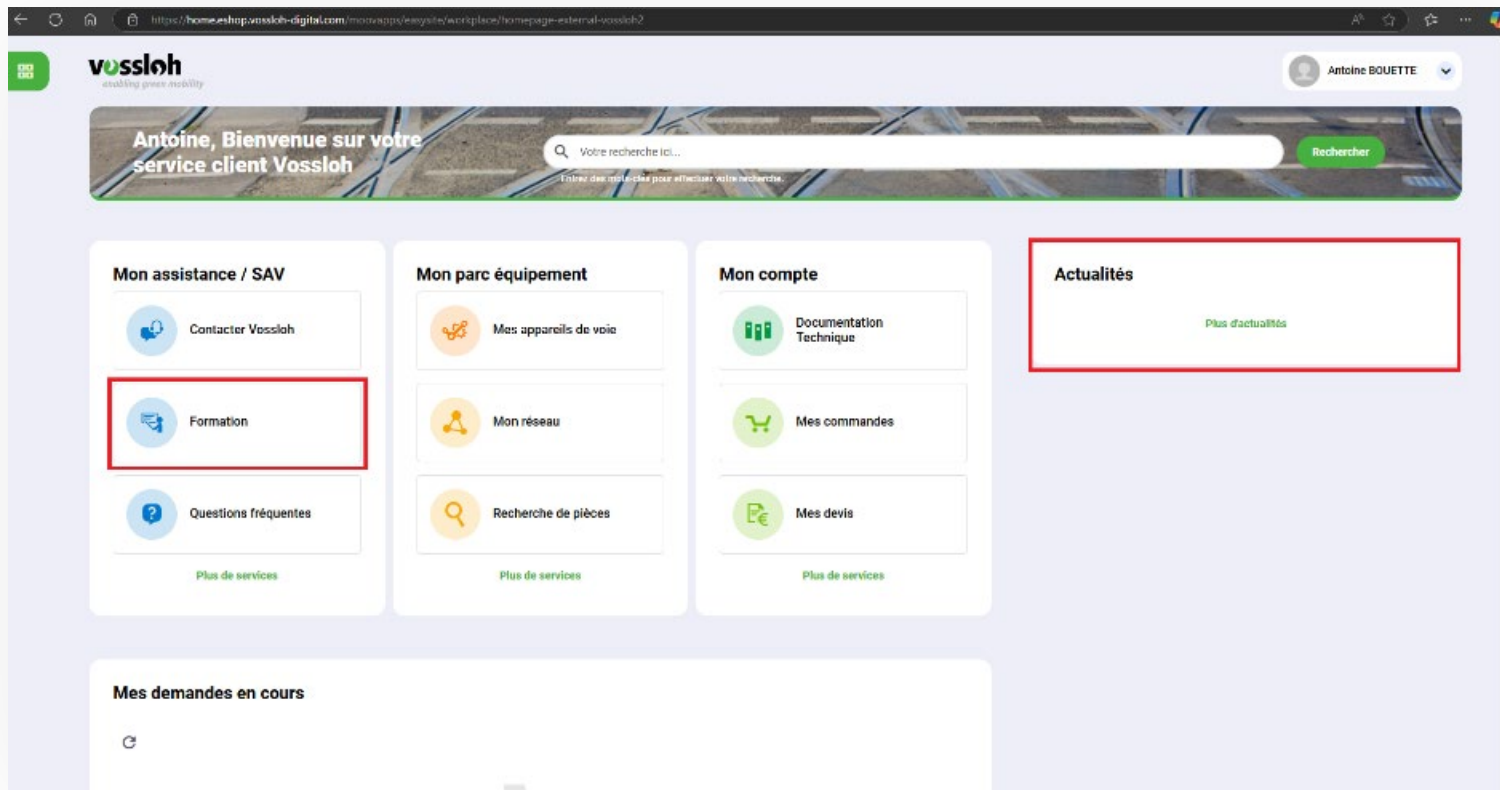
Provide a digital solution for spare parts management

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.



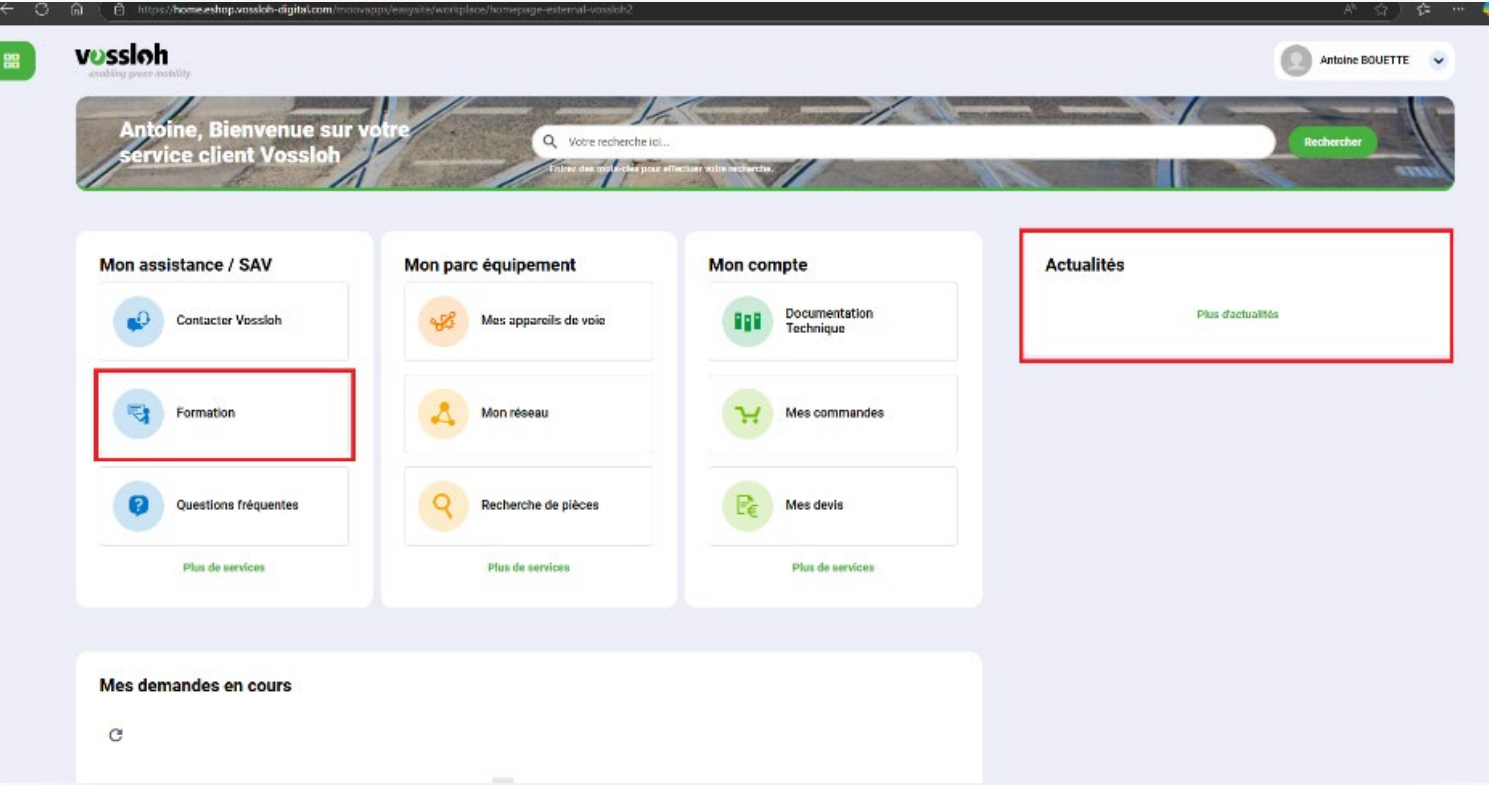


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Additional Features

- 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.



Solutions requirements

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

Panier Commande

Votre N° de commande ici 07/03/2024

Ajout rapide au panier

Faites glisser ici un fichier xls de commande ou Parcourez votre appareil

Dernière mise à jour par vous à 18:15:59

Entrez une référence

Contenu

Panier | 6 articles

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 €

Commentaire

Total HT

3 060,00 €

vossloh

enabling green mobility

clientest mtag

Demande d'assistance

Traitement

ST-2024-0014

Réclamation SAV (Motorisation/Signalisation)

En cours de traitement

M-TAG

clientest mtag

m_tag_1@outlook.fr

Canal d'entrée : Extranet

Ajouter un message

Informations sur la demande

Sujet de la demande

Test

Contexte

Produit

Description de la demande

Produit

BEK_1415601-121B-Etoile - 121B

Numéro de commande

Pièces jointes / Photos

Suivi des échanges

Aucun élément

12 articles

Rechercher dans "Consommables"

triés par

Ordre par défaut

regroupés par

Aucun

LOT 50 PASTILLES DESHYDRATANTES...

873920069

P.U. net HT

46,50 €

Ajouter au panier

LOT 20 ARTICULATIONS ELASTIQUES (FERRURE...

873920151

P.U. net HT

466,00 €

Ajouter au panier

BIDON HUILE HM10 - 5L

878920002

P.U. net HT

155,00 €

Ajouter au panier

LOT 10 SACHETS DESHYDRATANTS SDP150

878920124

P.U. net HT

74,40 €

Ajouter au panier

Produits déjà consultés