SIGNIFIKANT

Today, Ålö is the world leading manufacturer of front end loaders with associated equipment. Ålö has more than 25 percent of the world market in the segment of agricultural tractors with engines stronger than 50 hp.
Ålö's front end loaders are manufactured and sold under two brand names, Quicke and Trima, and both are associated with the highest quality.

Customer case Ålö

SIGNIFIKANT AFTERMARKET INFORMATION PLATFORM IS A PLM SOLUTION FOR INCREASED AFTER MARKET SALES, MANAGING ALL AFTER SALES INFORMATION AND A SPARE PART CATALOGUE. ALL PRODUCT INFORMATION IS COLLECTED IN ONE SYSTEM, CREATED FOR WORK GROUPS AND MADE AVAILABLE TO RESELLERS OR END CUSTOMERS THROUGH AN EASY TO USE WEB INTERFACE.

Ålö manufactures and supports front end loaders with associated equipment. With a wide variety of OEMs, end customers and resellers in more than 40 countries, Ålö face a challenge in providing up to date product information for service and maintenance and support organizations around.

In order for Ålö to provide superior support, Ålö has focused their efforts on providing the just right information to their customers. Their choice of tool for this is Signifikant's Aftermarket solution, which is used as a front end to all customers and resellers and to collect, produce and distribute after sales information as spare part lists, service instructions and manuals.

Increased customer satisfaction

The quality of the support given to a customer is greatly dependent upon a easy access to correct parts information and service instructions. With Signifikant, Ålö has managed to provide resellers and end customers with correct spare parts information in an easy-to-use and vell designed web interface.

The Platform automates and optimizes the handling of product information, thus providing always up-to-date information with changes and corrections. Tedious and costly mistakes in delivering the wrong part are minimized. The result is increased customer satisfaction!

Increased sales of spare parts

With the right information and an order management module at the same place, an intuitive interface and a guarantee to get the right part, it is much simpler placing an order in the platform than finding the same part from a third-party vendor.

Simply, reseller and customers prefer placing orders in the sysdtem due to its ease of use, and up-to-date information, compared to placing orders at competitors.

Cut lead-times

With a modular design of after sales information, lead times of new products have been cut to a few days. Corrections are made and distributed within hours due to the smooth publication process.

Substantially improved productivity

Large amounts of customer data require tedious and expensive work with technical documentation. With Signifikant, Ålö have been able to handle an increased number of products with an increased amount of documentation with the same staffing.

Automated creation of digital parts information to OEM customers have greatly improved productivity, and at the same time reduced the number of manual errors in creating parts information to OEM customers.

## The installation

An Signifikant Server is installed at Ålö. A Web Viewer is used to serve end users with up-to date product information, and an internal editorial environment is used by editors to provide correct and up to date product information. For easy ordering, the Web Viewer provides easy-to-use order functionality.

The system is used for all of Ålö's different brands, and in a total of more than 40 countries.
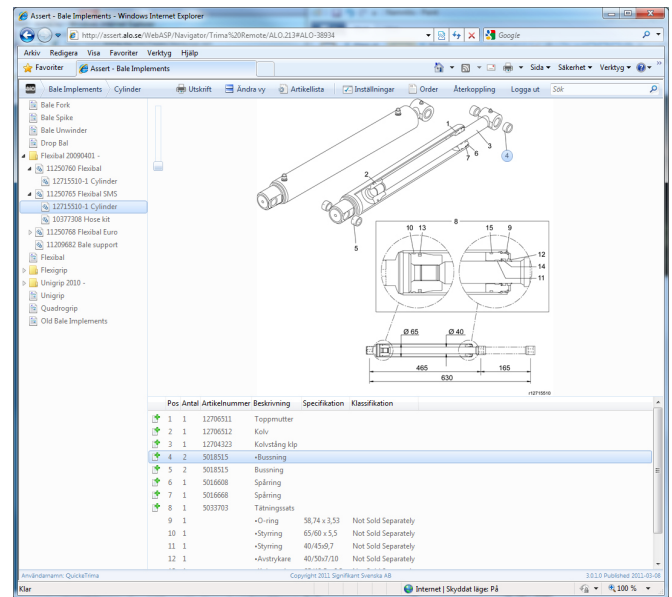
About Signifikant

Signifikant is an IT-provider focused on delivering state-of-the art software solutions. Within PLM, Signifikant provides a complete platform for manufacturers after market information.

Signifikant's Vision with the aftermarket platformis to Make Your Aftermarket into a Profit Machine.

- Your Customers are demanding more product information. Demands on more information and quality information are increasing dramatically. Margins on after sales are more and more important.

- Product Life Management (PLM) - systems needs to be complimented. PLM-solutions do not take care of the aftermarkets information requirement. Information needs to be reworked for the aftermarket.

- Standards exist and should be used. Product companies are responsible for all information including sub-suppliers components. Product companies invest a lot to recreate their supplier's information into their own format.

The Aftermarket Plarform and spare part catalogues - An IT-solution for the right spare part to the right machine, increased customer trust and increased aftermarket sales.

KEY BENEFITS

- Provide easy-to-use and well designed interface for end customers and resellers

- Increase after sales information quality and increase feedback on quality issues tremendously

- Compete efficiently with third party spare part vendors – increase your sales and strengthen your brand

- Increase your productivity in producing and distributing your after sales material with 100%

- Cut lead times in production of product documentation with 70%

ABOUT SIGNIFIKANT

Signifikant is an IT-provider focused on delivering state-of-the art software solutions and services for the aftermarket. Signifikant's vision with the Signifikant Platform suite is to Make Your Aftermarket into a Profit Machine.

- Usability and design. The most easy to use and well designed web viewer, with powerful and fast search functionality.

- Very strong process support. Good process support is the foundation of information quality. The right part to the right machine.

- Modern technology.