

Epitomy Solutions

Product Information Management for Aftermarket Profits



Epitomy - Key Benefits

Epitomy's Products & Services:

- Provide a single data view
- Drive supply chain efficiency
- Optimise part sales
- Increase usability & online take-up
- Reduce order error rates
- Enhance customer service
- Generate brand presence
- Leverage data value
- Offer 3D visualisation capability
- Improve dealer communication
- Deliver 24/7 accessibility to data
- Create CRM account capability
- Provide ERP integration
- Ensure a return on investment

Epitomy - PIM Applications for Capital Goods Industries

Epitomy's Product Information Management (PIM) applications dramatically improve aftermarket efficiency whilst increasing product and part sales for the manufacturers and distributors of complex goods. Creating one centralised, accurate, consistent and accessible service & part data source, Epitomy's on-demand PIM applications:

- Decrease the cost of supplying product support information by up to 75%
- Reduce order error rates by as much as 25%
- Increase part sales by 20%
- Reduce in-bound call volumes by 30%
- Increase dealer & workshop service data usage three fold

Epitomy's web-based data-basing and publishing capability offers a framework for online identification and sales of complex goods and parts along with supporting technical documentation. Data changes take minutes and not months to publish, while the easy to use and search interface is client branded for maximum impact and end user take up.

Epitomy employs de facto standards for simple systems interoperability. Our SOA approach and on-demand delivery allows easy and flexible integration with all major ERP systems for rapid and low cost deployment. Created to leverage every element of value from your parts / technical support data, Epitomy's PIM applications maximise the potential within existing dealer and end user relationships.

Working with Europe's leading manufacturers in the bus & coach, ground-care, RCV, LCV, materials handling and marine engine sectors, Epitomy's clients see the benefits of a single data view, improved data management efficiency, enhanced data accessibility and usability and increased dealer support driving parts sales.

Epitomy Solutions

Product Information Management for Aftermarket Profits

The parts divisions of major manufacturers can represent up to 50% of company profitability and 25% of turnover according to AMR Research.

Yet up to 60% of mechanics' time is wasted searching for part data and over 25% of the parts delivered worldwide are the wrong ones. Linking manufacturing with after-market data creates significant efficiency gains and cost improvements.

Epitomy's web-based products & services:

- Leverage the value of parts information and data management with **Epitomy Data Manager**.
- Reduce order error rates whilst boosting sales through **Epitomy Publisher**.
- Enhance the usability of parts illustrations with dynamic 3D capability from **Lattice**.
- Eliminate the cost and inefficiency of traditional paper based in-service systems through **Epitomy Reporter**.
- Deliver efficient cost estimates incorporating labour rates with part prices through **Epitomy Menu Pricing**.
- Provide full inter-operability with your ERP system through **Epitomy Services**.
- Deliver high quality up-time and high speed Internet access by hosting through **Epitomy Services**.
- Standardise part descriptions and de-duplicate data by data cleaning and structuring through **Epitomy Services**.



Epitomy's Technology: Scalable, Reliable & Secure

Epitomy's applications are built on the Microsoft.NET Framework and feature n-tier DNA architecture. Extensive testing both in the field and through load simulations has confirmed the high scalability of this architecture. XML (Extensible Mark-up Language) is deeply embedded within all of Epitomy's products. It is the widely accepted format for structuring, storing and representing business data. Meanwhile Epitomy's products provide a range of security features from the encryption of passwords, across configurable roles for users to logging users' activity for audit trail purposes.

For a product demonstration, contact Epitomy on

Tel: 0114 258 0404
Email: enquiries@epitomy.com
View: www.epitomy.com