



SIGNIFIKANT



KION Baoli (Jiangsu) Forklift Co., Ltd, a member of KION Group is provider of whole product range including diesel /gasoline/ LPG trucks with load capacities of 1 to 10 tones and electric / warehouse trucks in China and 80 countries overseas with an extensive network of dealers.

Customer case Baoli

ASSERT HELPED KION BAOLI TO STANDARDIZE THE PARTS CATALOGUE UPDATE PROCESS FOR THE DEALERS AND SERVICE TEAMS OVERSEAS AS WELL AS FOR THEIR LOCAL DEALERS IN RESPECTIVE LANGUAGE (ENGLISH AND CHINESE). CUSTOMIZE SOLUTION OF ASSERT HELPED KION BAOLI TO RECEIVE THE ORDERS IN CHINESE LANGUAGE EVEN WHEN THE ORDERS ARE SENT FROM OVERSEAS.

KION Baoli (Jiangsu) Forklift Co., Ltd has been diesel /gasoline/ LPG trucks with load capacities of 1 to 10 tones and electric / warehouse trucks for the international market. With rapid business expansion and product development, the company realized the need for an advanced aftermarket solution to better handle the increasing complexity and meet customer demands.

With 15 years of service experience working with some of the most prestigious manufacturing brands in the world, Assert is the perfect tool to help KION Baoli best position its business for future growth. Assert is implemented to collect, produce and distribute aftermarket information. Such information includes service instructions, spare part lists, manuals and operators guides.

Benefits for Baoli

The main benefits for Baoli are that Assert work as the most effective tool to procure and sell the right part to the customer. In addition, Assert helps in cutting down the inventory cost, consumption of time and manpower up to 70% with high rate of

customer satisfaction.

Other benefits are:

- Spare parts catalogue in different languages for the local dealers as well as for overseas dealers and service team.
- Customize order solution to help their spare parts team to ship correct parts.
- Improved profitability and pass on the margin to the customer for the same quality of the product and services, it not only attracts customers but also develop a trusted clientele.
- Cost effective product with flexible features and user friendly interfaces makes Assert quickly adopt-able by the user.
- Quick update of the revised parts on Assert web viewer guides dealer to place right order to Baoli.
- Automate update system from ERP keep price of the parts up to date.
- Right tool to communicate in between Dealers and Aftermarket team accept-

ing feedback and upgrading services.

- Baoli finds easy to synchronize the information collected from different division of the manufacturing plant and stores it as a single repository for further access. It also helps Baoli marketing and design engineers to save their time and increase in productivity and communicating with the dealers and end customers for better services and support.
- For Baoli', Catalogues in Assert helps the service center engineers to understand and gain knowledge to provide instant support to the clients.
- Enhanced search enables the services center engineers and dealers to find correct part and supply to their down chain.
- Single point reference for the Baoli dealers and service head of the OEMs for analysis, support and enhance aftermarket sales.



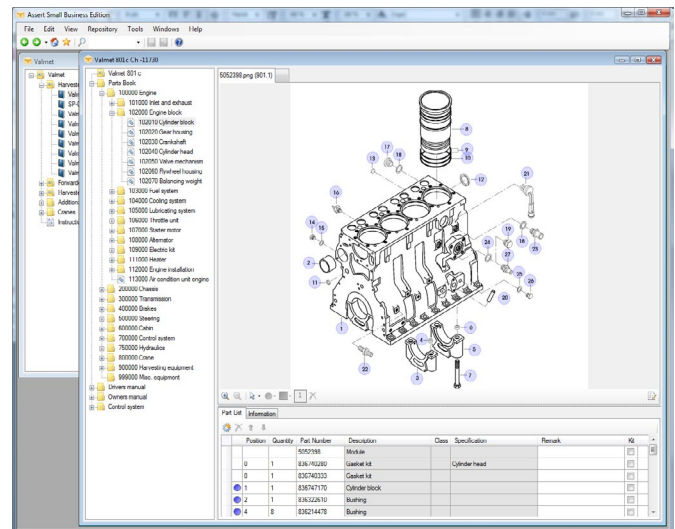
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The installation

Assert is a client server application and has incredible performance as singleton application, intranet and in web. Installation environment requirements are simple enough and uptime is very less.

Easy to publish updated part catalogue information for the dealers and customers. Assert has been significantly designed to achieve high level of integration with other business software such as SAP, ERP or PLM as well.

It can also be integrated with dealer's software as an enhancement feature. Flexibility in integration gives Assert an advantage to be adopted by several clients in this segment. Its admin panel helps the administrator to completely control the system access to dealers or any other user of the system. Assert internet viewer hosted on web server provides accessibility only to view and place order directly for Assert Viewer system where as Assert Client installed at local server has editor licenses which enable the user to insert, update and remove the information from the system. Later provided the feature to update the complete catalogue and publish it to the web server with few clicks for the information to be available on the web for the users.



About Signifikant

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

Signifikant's Vision with the Assert product suite is 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 need 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 Software and spare part catalogue – Assert. An IT-solution for the right spare part to the right machine, increased customer trust and increased aftermarket sales.

KEY BENEFITS

- 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%

AVAILABLE IN THREE EDITIONS

Assert is available in three editions; with a large set of options and configuration possibilities:

- Assert Small Business Edition – for a single user, easy to install and use
- Assert Standard Edition – for work groups with powerful support and high degree of configurability
- Assert Enterprise Edition – total configurability and a complete after market solution