

# Streamlining Aftermarket Information Management: Atlas Copco's Success Story with Signifikant

Atlas Copco Industrial Technique, a business area of the Atlas Copco Group, faced challenges in publishing part information as it grew its global reach. To address these challenges, Atlas Copco partnered with Signifikant to develop the ServAid portal and integrate it with their existing systems.

This digital transformation notably improved product recognition, documentation visibility, and user experience for over 20,000 monthly users. It efficiently managed data for 50,000+ parts without additional

manual effort, reducing customer inquiries and enhancing operational efficiency.

This case study demonstrates how automated publishing can drive innovation and customer satisfaction in the industrial sector, supporting Atlas Copco's long-term growth and operational effectiveness.



## About Atlas Copco Industrial Technique

Atlas Copco Industrial Technique (ACIT), a business area of the Atlas Copco Group founded in 1873, specialises in advanced industrial power tools, assembly solutions, and quality assurance products. Serving diverse sectors globally, including automotive, aerospace, and electronics, it offers innovative technologies like Industry 4.0 solutions, hybrid-joining techniques, and machine vision systems.

The company contributes substantially to the Atlas Copco Group's success, accounting for 16% of its revenue. With a global presence in over 180 countries and 10,000 employees, ACIT continues to innovate, addressing increasing demands for environmental responsibility and operational efficiency.

## The issue at hand

ACIT aimed to increase operational aftermarket efficiency. They sought to make it quick and easy for users to access part information, which would ultimately improve their service capabilities.

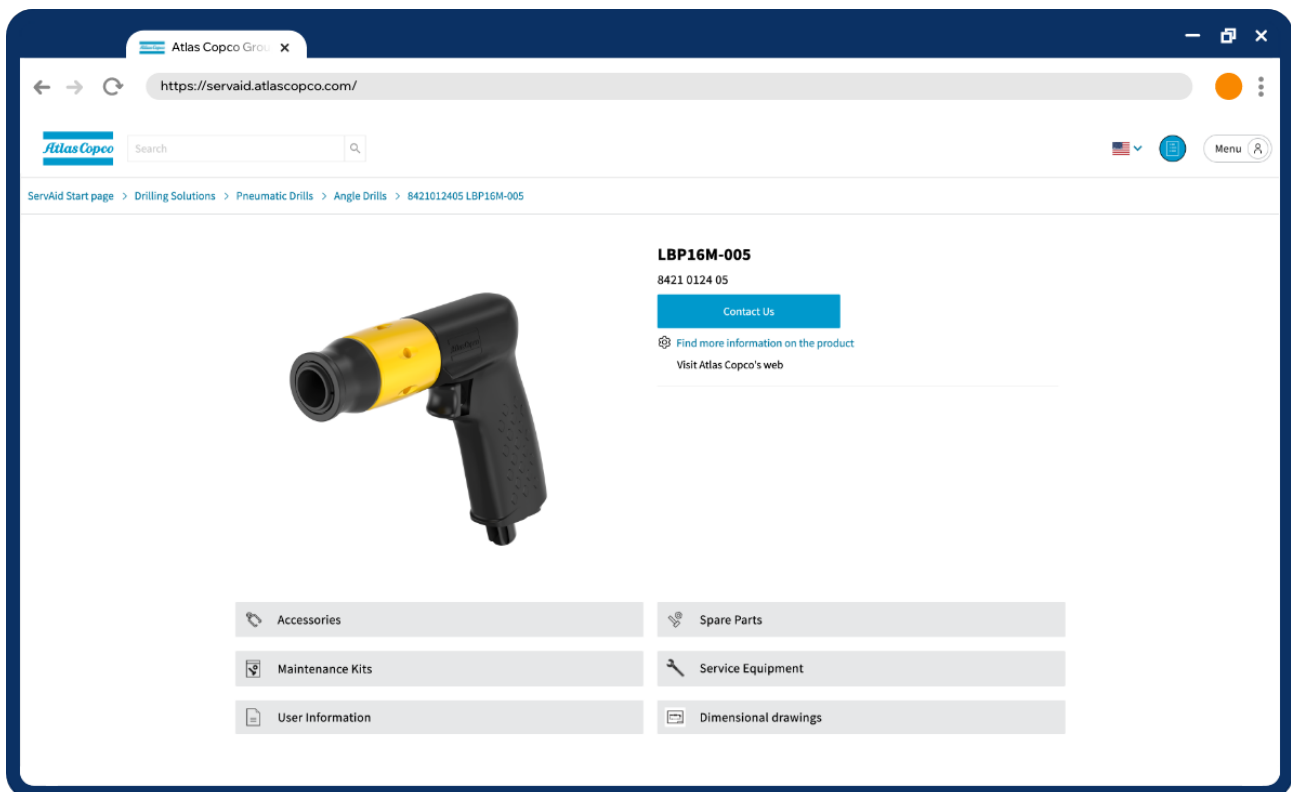
However, the company faced major challenges with their existing information channel. The system was complicated and unclear, relying on out-of-date technology with limited update possibilities. This outdated infrastructure hindered the company's ability to provide efficient aftermarket services and timely product details to its customers.

There was also a pressing need for seamless integrations with current tools and systems to ensure smooth, real-time updates.

These challenges affected product availability checks and repair efficiency, ultimately impacting customer satisfaction.

## Key problems

- 01 Reliance on outdated technology with limited update possibilities.
- 02 Lack of seamless integration with current tools and systems.
- 03 Difficulty for customers in navigating the product range and accessing timely information.



**What was done**

ACIT recognised that the solution was straightforward: make it easier for customers to pinpoint their exact needs. To address this, they partnered with Signifikant to develop their part information portal, ServAid.

The new ServAid system was designed to streamline the user experience, making it easier for customers to find the exact part information they need.

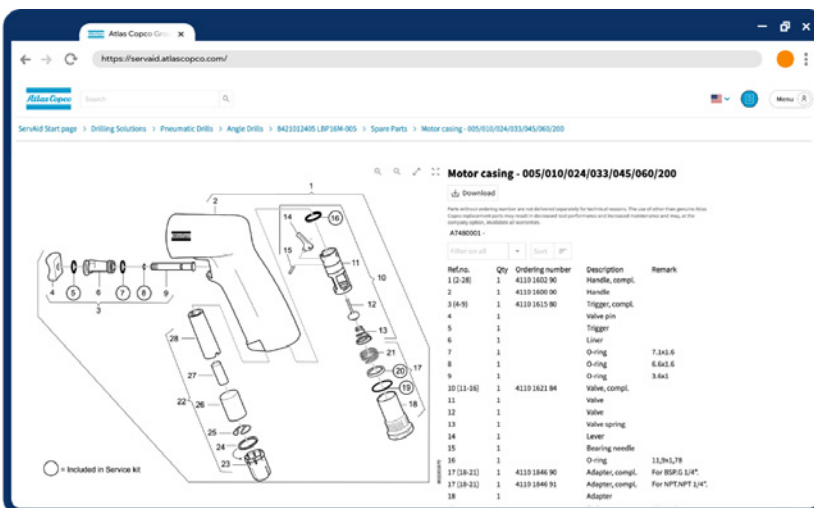
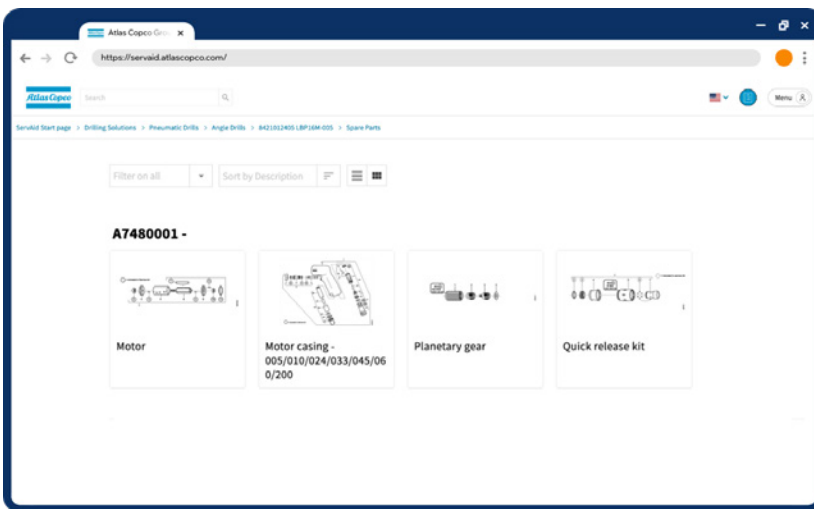
This "shop window" approach lets users quickly navigate the portal and locate specific product details, usage instructions, and repair information.

A key aspect of the upgrade was the implementation of highly automated processes for publishing information.

By establishing seamless connections with the ERP and PLM systems, Signifikant Manager regularly imported changes from an XML file, validated the content, and published updates to ServAid. The process captured all edits, newly added tools and documentation updates, ensuring users always accessed the latest part information.

The newly developed ServAid portal also integrated links to other web sources, enabling users to move effortlessly between different systems and access comprehensive part information.

Overall, the solution aimed to enhance the customer experience and support Atlas Copco's mission of innovation and sustainability.



**Key features of the new ServAid portal include**

- 01** Structured and user-friendly access to part information.
- 02** Advanced search options for efficient navigation, including serial number-based filtering.
- 03** Customized views for different end-user types.
- 04** Seamless integration with Atlas Copco's ERP and PLM systems for real-time product updates.



## The Signifikant platform is highly appreciated by internal and external users alike, and we are very pleased with Signifikant as a partner in our aftermarket information management.

Bjorn Fahleson, SPM Manager, Spare Parts Management team

### The After Effect

Integrating Signifikant's system brought notable improvements to ACIT's part information publication process. The new front-end enhanced product recognition and searchability, making it easier for users to find the information they need.

The ServAid interface seamlessly blended with existing Atlas Copco interfaces, enabling smooth navigation and transitions between systems.

Key improvements included a more user-friendly interface, real-time stock availability, and lead time updates through ERP and web resource integration.

These changes contributed to a more cohesive digital aftermarket ecosystem for ACIT.

From 2020 to 2023, the system achieved a near 100% success rate in weekly publications, processing five updates per week.

### This digitisation of aftersales operations produces clear benefits

#### 01

Improved end-user experience with comprehensive part information for over 20,000 monthly users.

#### 02

Minimised customer inquiries concerning part information.

#### 03

Streamlined publishing of technical documentation for 50,000+ parts with no extra manual effort.

### About Signifikant

Signifikant offers a complete solution for managing spare parts, including data documentation, e-commerce and personalization, resulting in increased profitability and enhanced customer satisfaction.

With a global presence through its headquarters in Sweden, France and India, Signifikant serves clients across Scandinavia, Europe, North America, and Asia.

Learn More:  
[www.signifikant.se](http://www.signifikant.se)

