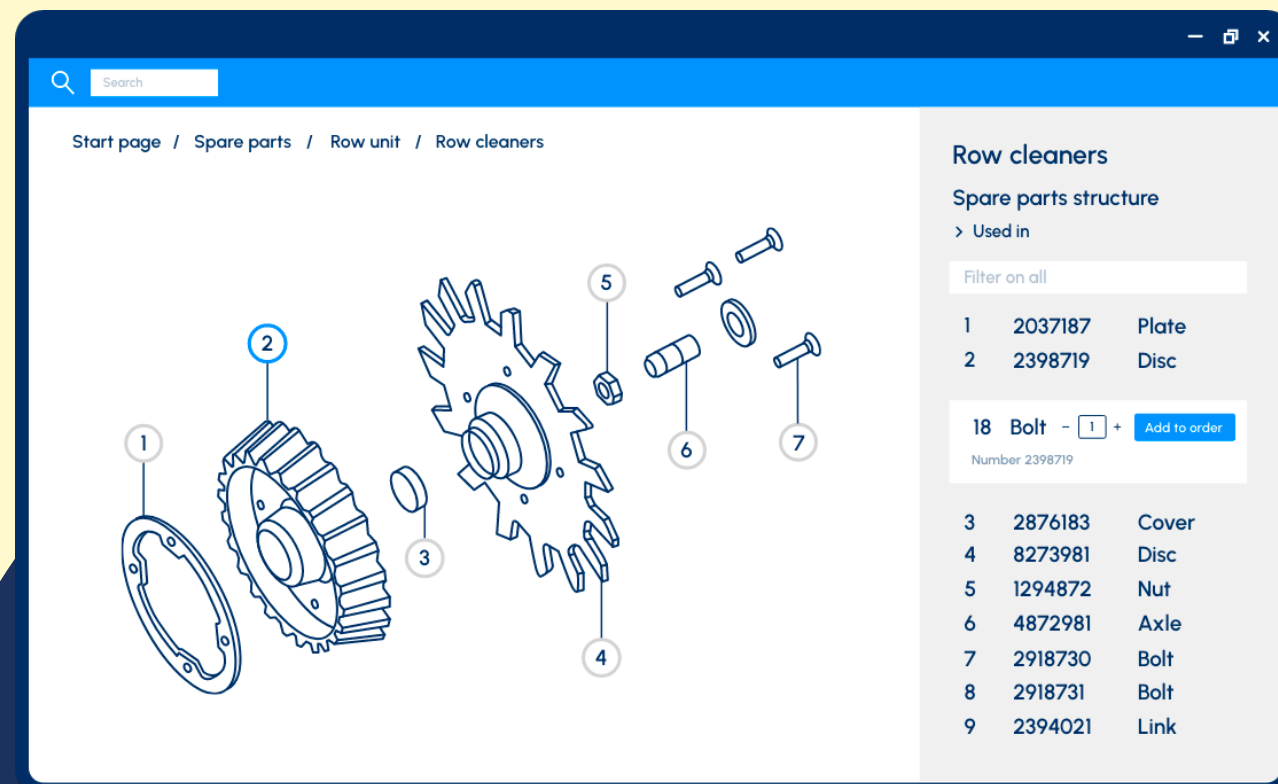


Signifikant Aftermarket Business Platform

Digitalise your Aftermarket by Integrating Products, Assets, Service, and e-Commerce



The Aftermarket Is Changing

For many manufacturers, the aftermarket has become one of the most important contributors to long-term profitability. Customers expect equipment to remain operational for decades, dealer networks require immediate access to accurate information, and service organizations are under constant pressure to improve efficiency while reducing downtime.

At the same time, products are becoming increasingly complex. Machines are highly configurable, product portfolios continue to expand, and customers expect digital self-service experiences that rival those of other industries.

The aftermarket value chain extends far beyond the OEM. It encompasses the entire network responsible for supporting products after delivery: from distributors, dealers, and service partners to workshops and end customers. As products become more complex, every participant in this value chain depends on timely access to accurate product, asset, and service information.

Product information is often distributed across multiple systems. Install base information is incomplete or difficult to

access. Dealers struggle to identify the correct spare parts and service teams work with fragmented information while valuable product knowledge remains locked in documents, spreadsheets, and legacy systems.

The result is a disconnect between the information that exists and the information required to support customers effectively.

The Signifikant Aftermarket Business Platform is designed to close that gap.

A Platform Built for the Aftermarket

The Signifikant Aftermarket Business Platform enables manufacturers to connect product information, asset information, service processes, dealer networks, and digital commerce within a single aftermarket ecosystem.

Rather than replacing existing business systems, the platform acts as a central aftermarket layer that connects information from across the enterprise and makes it available to the people who need it.

This allows manufacturers to create a complete view of their products throughout the entire lifecycle—from

engineering and production through service, maintenance, upgrades, spare parts sales, and long-term customer support.

The platform supports manufacturers with complex products, global dealer networks, extensive install bases, and long product lifecycles.



Engine hood

Part number: 8761840982

Serial number: 5DB-761



Addressing Modern Aftermarket Challenges



Managing Product Complexity

Modern products are increasingly configurable.

A single product family may contain hundreds or thousands of possible variations created through options, feature packages, regional adaptations, customer-specific modifications, and engineering changes.

While this complexity creates value during sales and production, it creates significant challenges in the aftermarket.

Service teams must identify the correct parts. Dealers need access to accurate information. Customers expect recommendations that reflect the equipment they actually own.

Managing this complexity requires more than static product structures. It requires an understanding of how products were configured and delivered.



Understanding the Installed Base

The install base is the foundation of all aftermarket activities.

It represents the collection of products, machines, and systems operating in the field across customers, sites, and geographical regions.

For many manufacturers, however, visibility into the install base remains limited.

Information about products, configurations, maintenance activities, upgrades, and service history is often spread across multiple systems.

Without a complete view of installed assets, organizations struggle to deliver accurate spare parts recommendations, effective service planning, and proactive customer support.

The Signifikant platform helps connect products with the assets operating in the field, enabling a more complete understanding of the install base.



Supporting Global Aftermarket Value Chain

Dealers, suppliers and service centres play a critical role in delivering aftermarket services.

They are often the primary interface between manufacturers and customers.

To be effective, they need immediate access to accurate spare parts information, technical documentation, service procedures, and asset-specific recommendations.

When information is fragmented or difficult to trust, productivity suffers. Service quality decreases. Customer satisfaction declines.

The platform enables manufacturers to provide every point in the aftermarket supply chain with a consistent, digital experience built on trusted information.



Enabling Digital Self-Service

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Customer expectations continue to evolve.

Customers increasingly expect to identify products, access documentation, order spare parts, and request support through digital channels.

Delivering these capabilities requires more than an e-commerce solution. It requires access to structured product information, configuration logic, asset data, and service information.

The Signifikant platform enables manufacturers to provide modern self-service capabilities while maintaining control over information quality and customer experience.

Core Platform Capabilities

Product Information Management

The platform provides a central environment for managing aftermarket product information.

This includes:

- ▶ Spare parts information
- ▶ Product structures and assemblies
- ▶ Technical documentation
- ▶ Service information
- ▶ Product variants
- ▶ Product configurations
- ▶ Multi-brand portfolios

By organizing information centrally, manufacturers can ensure consistency across channels and stakeholders.

Asset and Install Base Management

The platform connects product information to real-world assets.

Organizations can:

- ▶ Track installed machines
- ▶ Manage serial-number-specific information
- ▶ Understand delivered configurations
- ▶ Maintain service history
- ▶ Track lifecycle events
- ▶ Support upgrades and retrofits

This creates a bridge between product information and the operational reality of equipment in the field.

Dealer and Service Enablement

The platform enables manufacturers to deliver information directly to:

- ▶ Dealers
- ▶ Distributors
- ▶ Service organizations
- ▶ Field technicians
- ▶ Internal support teams

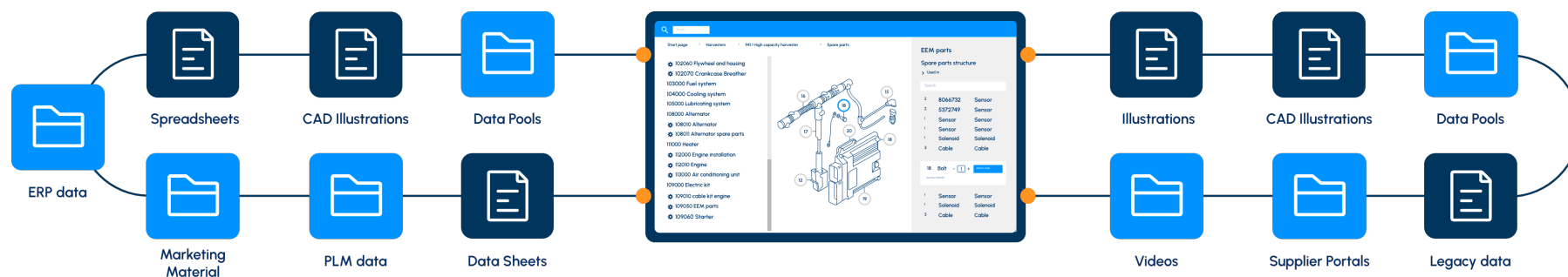
Users gain access to relevant information through portals, workshop applications, and service tools designed specifically for aftermarket operations.

Digital Spare Parts Commerce

The platform supports modern spare parts sales processes through:

- ▶ Illustrated parts catalogues
- ▶ Asset-specific recommendations
- ▶ Configuration-driven parts identification
- ▶ Integrated ordering workflows
- ▶ Cross-selling opportunities
- ▶ Multi-channel commerce support

This helps improve ordering accuracy while simplifying the customer experience.



Core Platform Capabilities

Documentation and Knowledge Management

Manufacturers accumulate large volumes of technical documentation throughout the lifecycle of a product.

The platform enables organizations to organize, manage, and expose documentation in a way that supports service, maintenance, training, and customer support activities. Information becomes easier to discover, navigate, and maintain throughout the lifecycle of the product.

Claims and Warranty Support

Effective claims handling depends on understanding products, configurations, assets, and service history.

The platform helps organizations connect this information, providing better visibility into claims, recurring issues, and product performance.

This enables more informed decisions while supporting continuous improvement across service and product organizations.

Integration Across the Enterprise

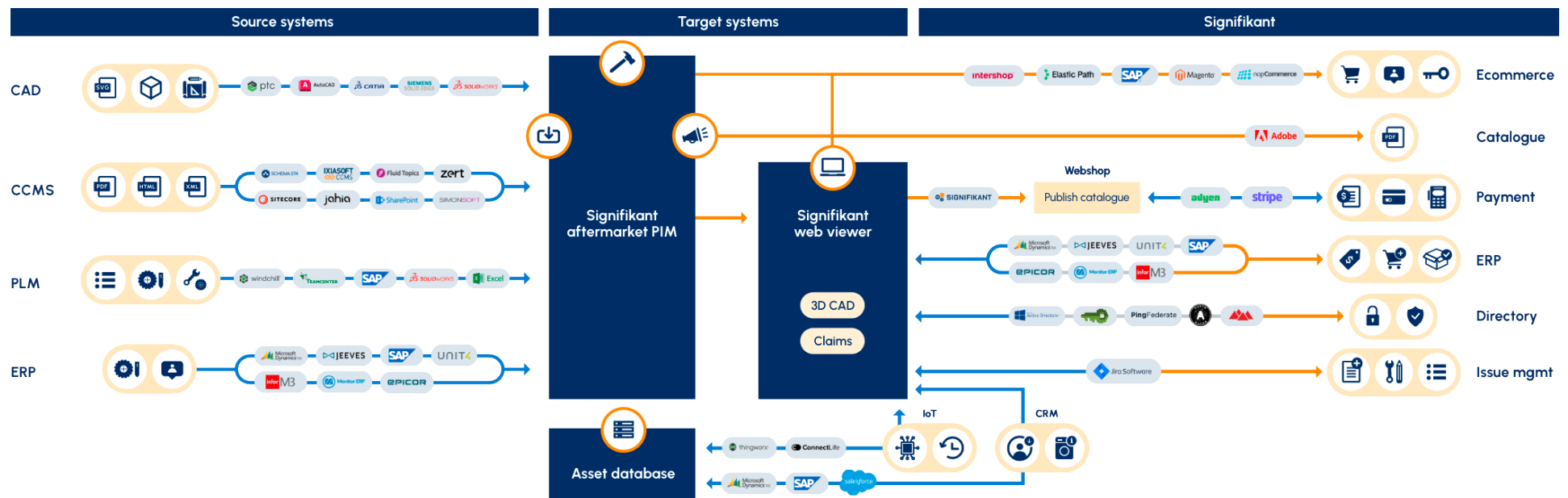
The aftermarket does not operate in isolation.

Critical information often resides across multiple business systems.

The Signifikant platform is designed to integrate with existing enterprise environments, including:

- ▶ ERP systems
- ▶ PLM systems
- ▶ Service Management platforms
- ▶ Field Service Management solutions
- ▶ E-commerce platforms
- ▶ IoT environments
- ▶ Document management systems
- ▶ Warranty & claims management systems

This allows manufacturers to leverage existing investments while creating a unified aftermarket experience.



Integration capabilities as of August 2026.

Business Benefits

For Manufacturers

- ▶ Increased aftermarket revenue
- ▶ Improved governance of product information
- ▶ Better visibility into the install base
- ▶ Reduced support costs
- ▶ Improved operational efficiency
- ▶ Stronger customer relationships

For Dealers

- ▶ Faster identification of spare parts
- ▶ Improved access to technical information
- ▶ Increased service efficiency
- ▶ Reduced dependency on manual processes
- ▶ Improved customer support

For Service Organizations

- ▶ Better preparation for service activities
- ▶ Improved first-time-fix rates
- ▶ Faster troubleshooting
- ▶ Access to asset-specific information
- ▶ More efficient maintenance planning

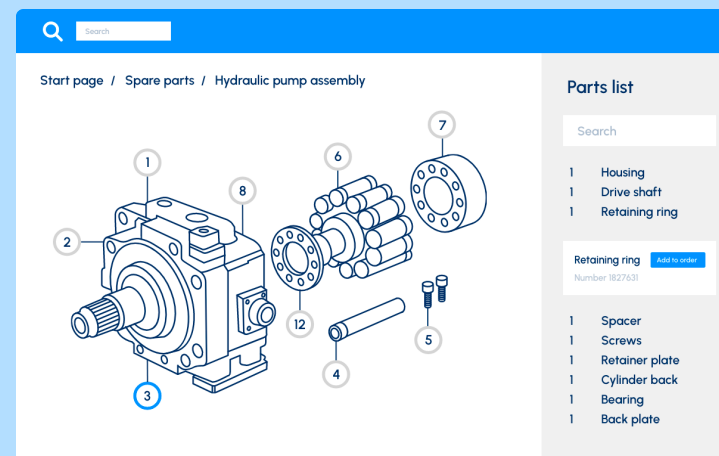
For Customers

- ▶ Improved uptime
- ▶ Better self-service capabilities
- ▶ Faster access to information
- ▶ More accurate spare parts recommendations
- ▶ Improved overall customer experience

Typical Use Cases

Manufacturers use the Signifikant platform to support a wide range of aftermarket initiatives:

- ▶ Digital parts catalogues
- ▶ Dealer portals
- ▶ Asset management
- ▶ Install base visibility
- ▶ Configuration management
- ▶ Spare parts and wear parts e-commerce
- ▶ Technical documentation portals
- ▶ Service information delivery
- ▶ Claims management
- ▶ Legacy spare parts data management
- ▶ Installed asset support
- ▶ Digital aftermarket transformation initiatives



Why Signifikant

For more than three decades, Signifikant has helped manufacturers transform complex aftermarket information into business value. Our platform integrates products, assets, service, and commerce to support configurable products, global dealer networks, and long product lifecycles.

By enabling end-to-end digitalisation of the entire aftermarket value chain, Signifikant helps manufacturers improve collaboration, increase service efficiency, and deliver a consistent aftermarket experience for dealers, service partners, and customers.

Better aftermarket decisions begin with better information handling.