



SIGNIFIKANT



Komatsu Forest is the manufacturer of Valmet forest machines and a pioneer in the area of mechanized logging. With a passion for technology, a thorough business understanding and a product development that merges productivity, ergonomics and environmental strong points into cutting edge advantages, we continuously expands the forestry possibilities. Komatsu Forest is part of the Komatsu Corporation.

# Customer case **Komatsu**

**ASSERT 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.**

Komatsu Forest manufactures and supports forestry machinery on a world-wide market. With a wide variety of customers on all five continents, Komatsu Forest face a challenge in providing up to date product information for service and maintenance to their resellers and support organizations around.

In order for Komatsu Forest to provide superior support and thus minimize down-time, Komatsu Forest has focused their efforts on providing the just right information to their end users. Their choice of tool for this is Signifikant's product Assert, which is used to collect, produce and distribute after sales information as service instructions, spare part lists, manuals and operators guides.

## 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 Assert than finding the same part from a third-party vendor.

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

This has doubled the sales within the after sales.

## Increased customer satisfaction

The quality of the support given to a customer is greatly dependent upon a prompt handling of down-time. With Assert, Komatsu Forest has managed to decrease erroneous deliveries and errors in spare parts information.

Assert 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!

## Lead-times cut by 70%

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 easy feedback and smooth publication process.

## Substantially improved productivity

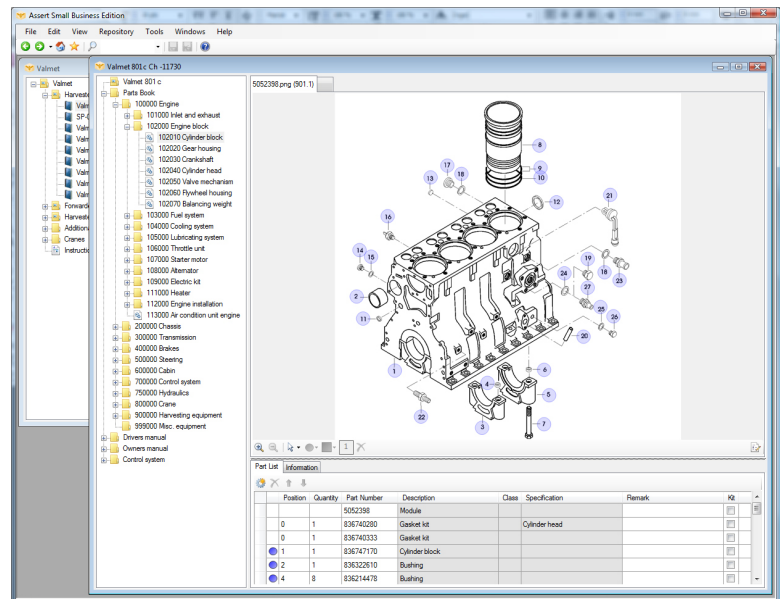
Large amounts of customer data require tedious and expensive work with technical documentation. With Assert, Komatsu have been able to handle twice the number of products with the same staffing. At the same time, the number of languages supported has increased from five to eight.



**SIGNIFIKANT**

### The installation

An Assert Server is installed at Komatsu Forest Head Office, and used internally by 15 editors in the USA and in Sweden. A Net-Server is used to serve end users with up-to date product information, but all product information is distributed on DVD for those preferring a distributed media. Finally, the DVD-distribution is installed in the on-board computer of Komatsu's top-of-the-line Maxi Harvester. For order management and availability, Assert is integrated into Komatsu's ERP system as well as to their major resellers ERP-systems. Assert is used in a total of 24 countries and in eight different languages.



### 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 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 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