







Matteo Pavan Digital Transformation Consultant



In: matteo-pavan

#LRBC2022



### WHAT IS AN AFTERSALES PORTAL

Explanation of an aftersales portal and the purpose of its use

### PRE LIFERAY AFTERSALES MANAGEMENT

Explanation of aftersales management before Liferay DXP + Commerce adoption and identification of users pains

#### POST LIFERAY AFTERSALES MANAGEMENT

Explanation of the aftersales transformation process with the adoption of Liferay

#### THE BENEFITS OF THE NEW SOLUTION

Differences between the old and the new process management and identification of benefits



An Aftersales portal is a virtual space where a customer can log in to find information and support on a particular service / product, to register a warranty claim or even to purchase spare parts.



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## **Initial Process: tools involved**



## EXTRANET

Documentary space where are present:

- Technical tables in PDF
- Use and maintenance manual
- Spare parts manual
- Safety manual

## WEB PORTAL

Portal where the user can:

- Buy spare parts
- Activate Warranty
- Insert Service
  - Check Up



## PHONE CALL

Channel through which requests for assistance are managed



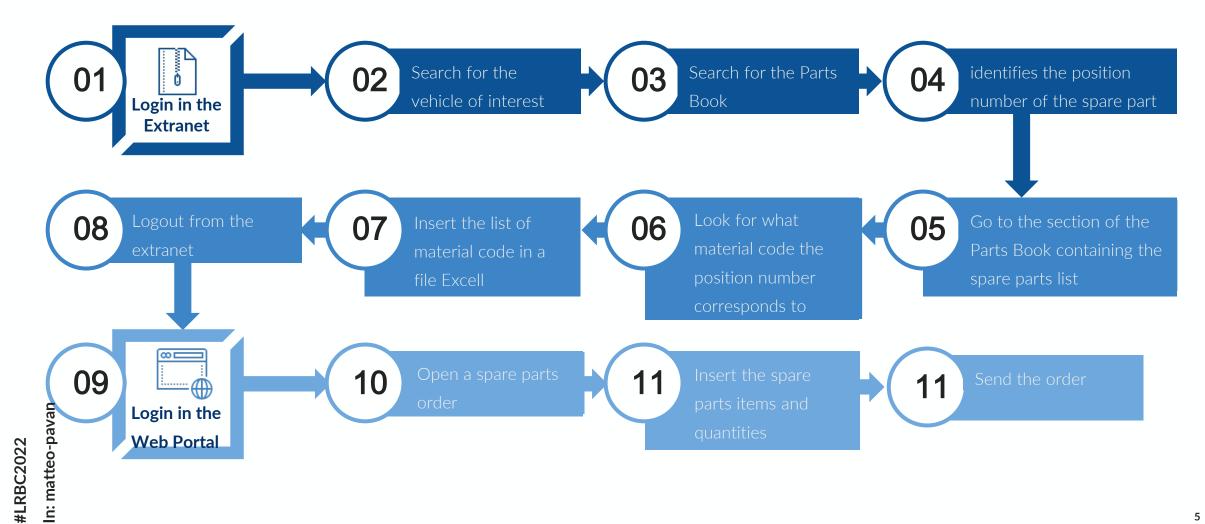
### EMAIL

Channel through which requests for assistance are managed



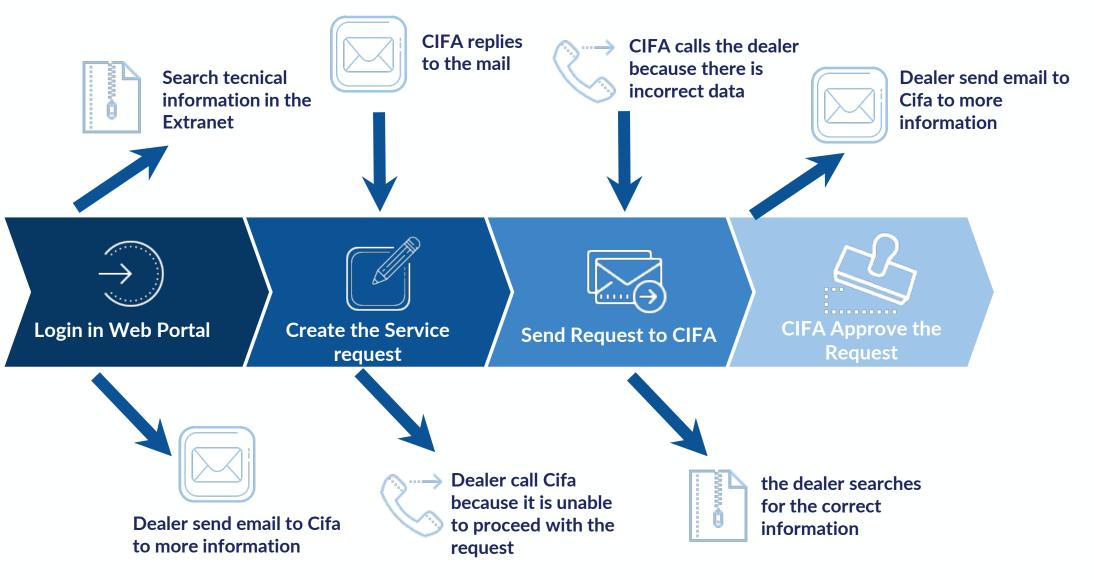
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## SMC **Initial Process: spare parts purchase flow**



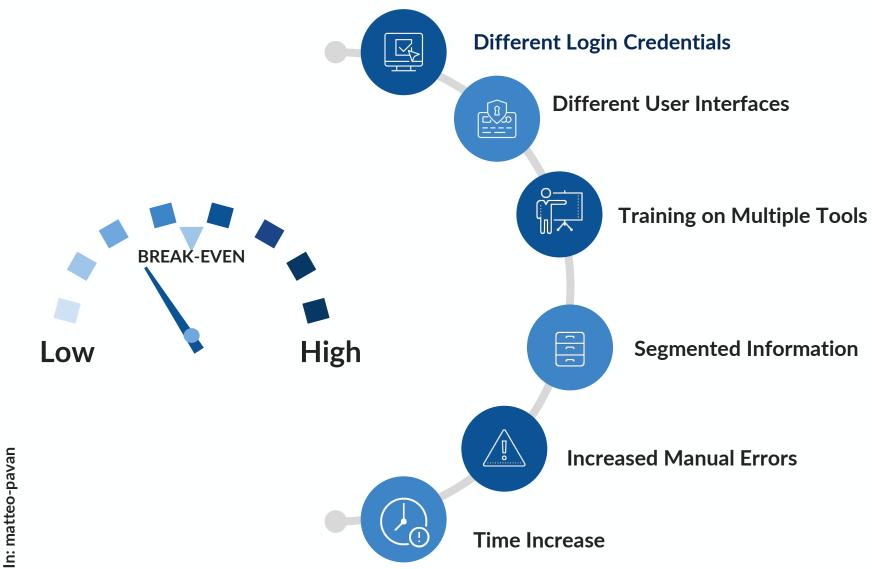
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## SMC **Initial Process: customer satisfaction level**



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## The New Aftersales Portal: all in one place

### **Spare Parts Catalog**

- Purchase of Spare Parts
- Browse Parts Books
- Spare Parts Technical Information

### **Document Archive**

- Product Image
- Use and Maintenance Manual
- Spare Parts Manua
- Safety Manuall
- Video Tutorial



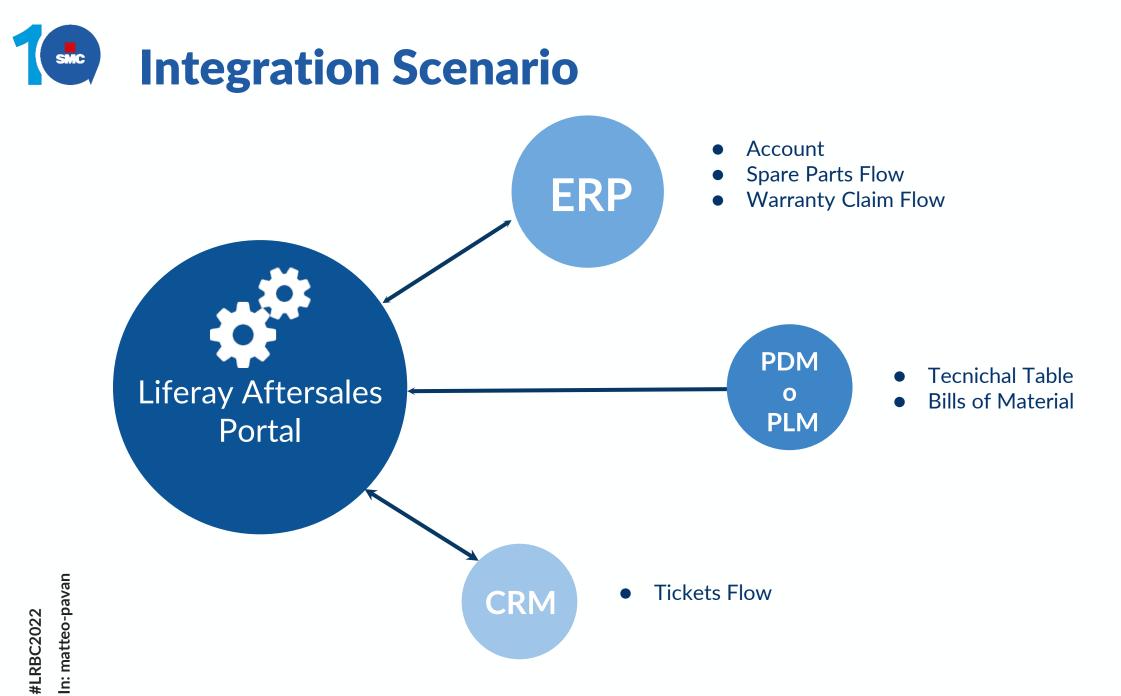
## Warranty Claim and Registration

- Machine Registration
- Warranty Activation
- Service Registration
- Defective Spare Parts Claim
- Warranty Claim

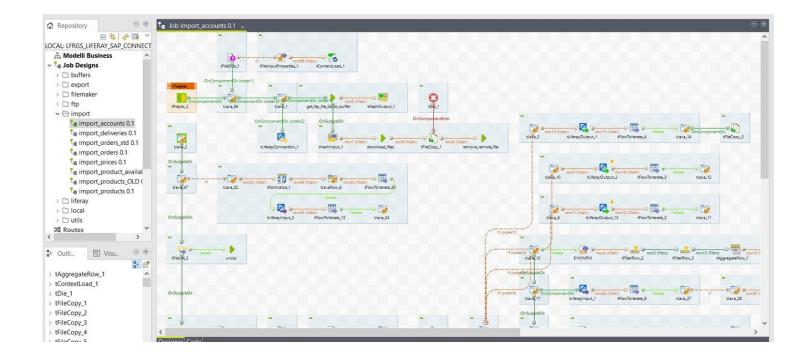
### **Customer Service**

- Serive Tickets
- Parts Tickets
- Internal Tickets

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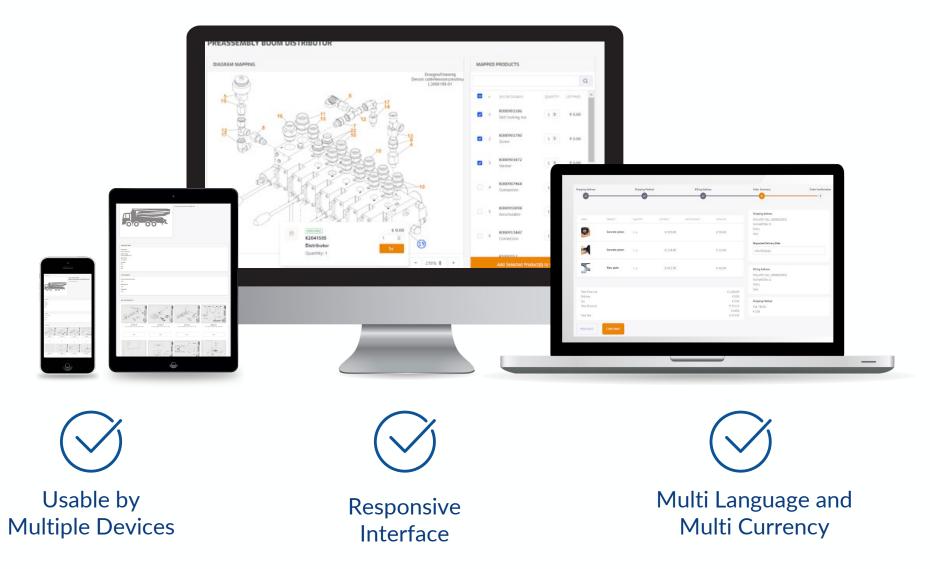


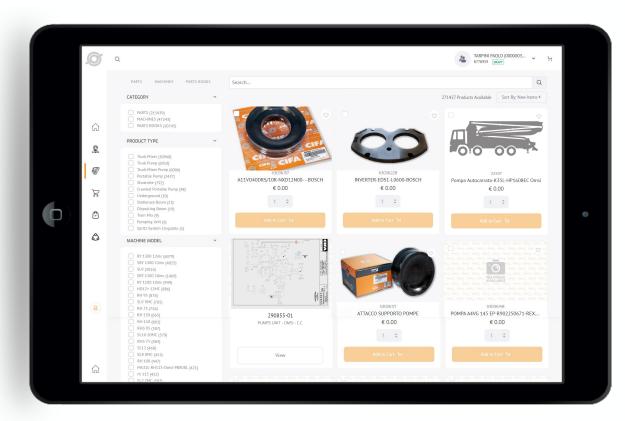
## Integration Scenario: Talend



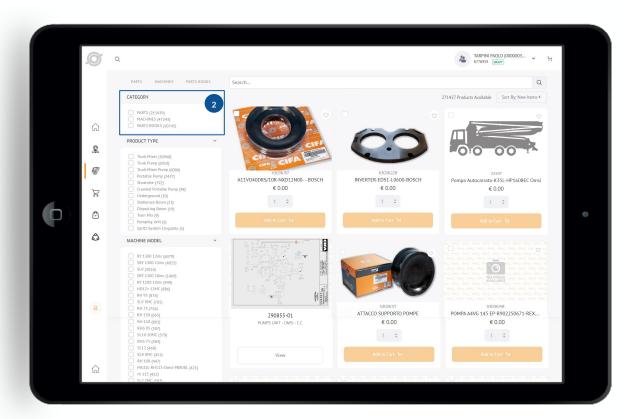
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## Aftersales Portal: 7/24 from any device



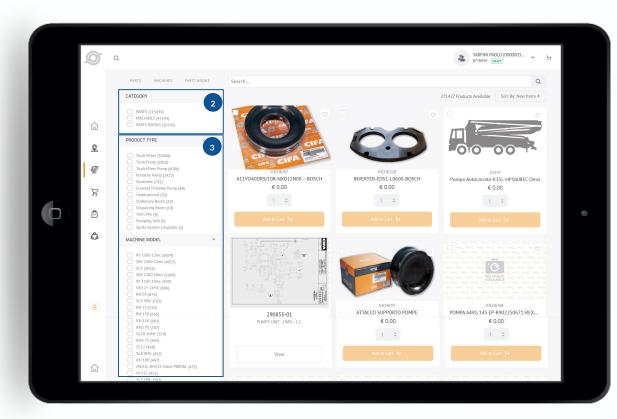




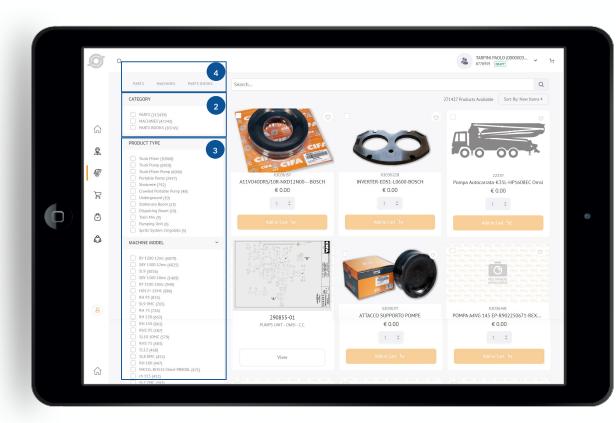








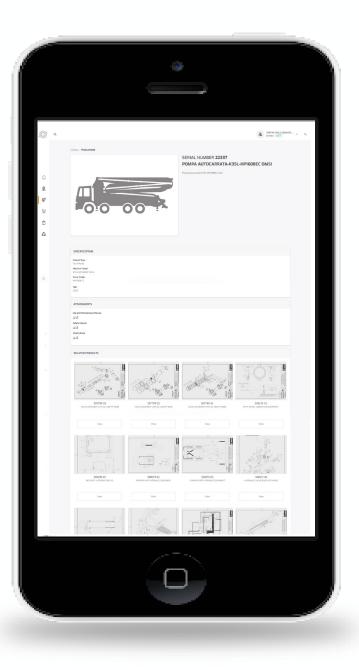










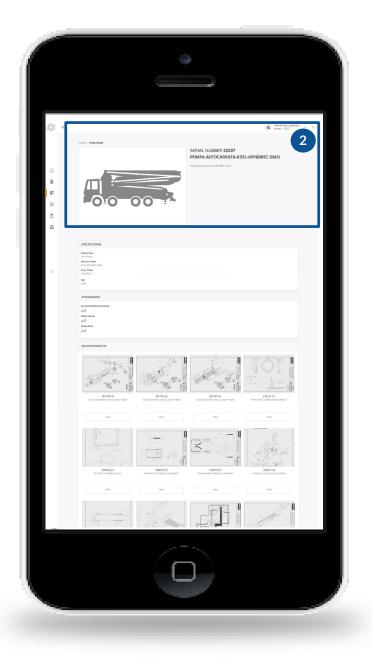








Custom Render





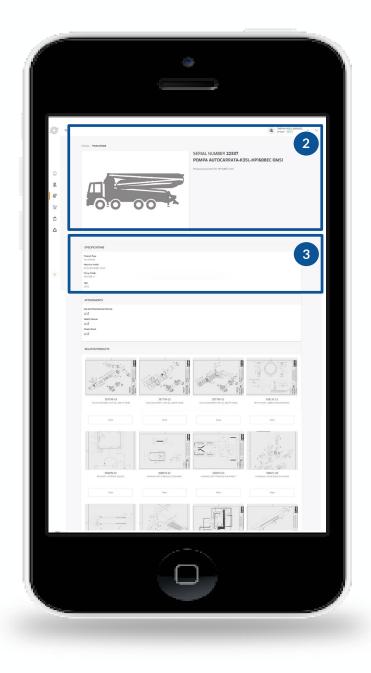








**Product Specification** 









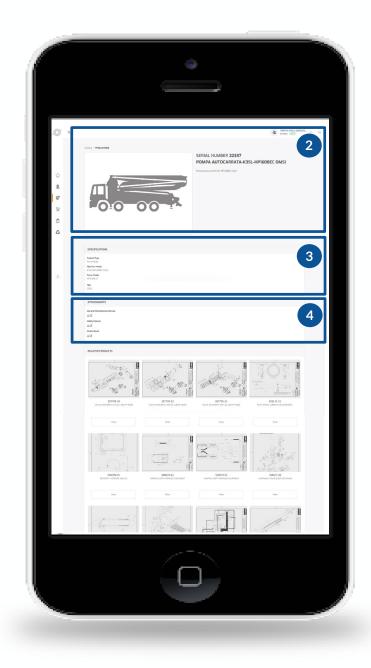




**Product Specification** 



Attachments (Manuals and tutorials)













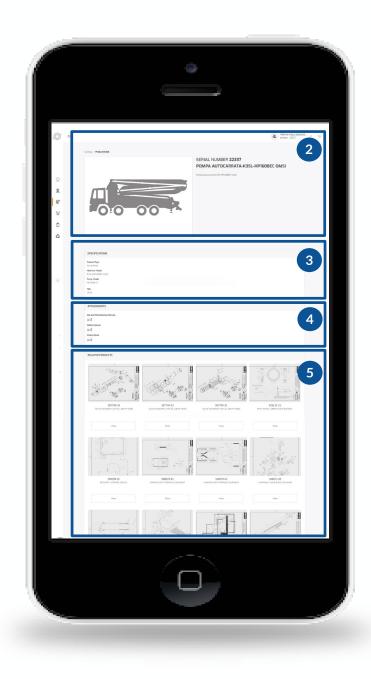
**Product Specification** 



Attachments (Manuals and tutorials)



**Product Relations** 



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## Aftersales Portal: parts book product page

	PREASSEMBLY BOOM DISTRIBUTOR	
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	() () () () () () () () () () () () () (	K1010752
3	<u>8.8</u> πubania Σ.00/9 ▲ .	Add Selected Product(s) to the Order

Diagram Product (Not Purchasable)

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Headless API Integration



Diagram Mapping



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Mapped Products





Simple Product (Purchasable)

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		<u> </u>			

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Simple Product (Purchasable)



Images and Attachments

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### Replacments

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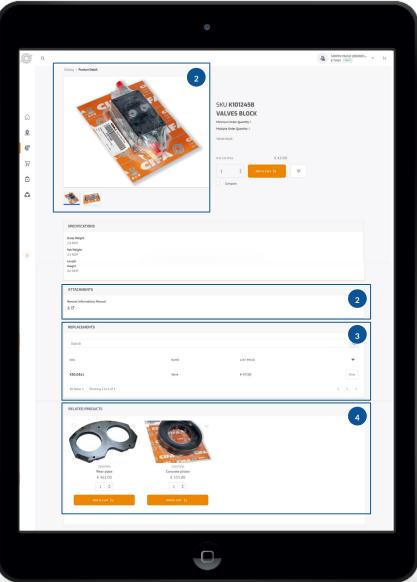




### Replacments

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### Product relations (Up and Cross selling)













### Replacments

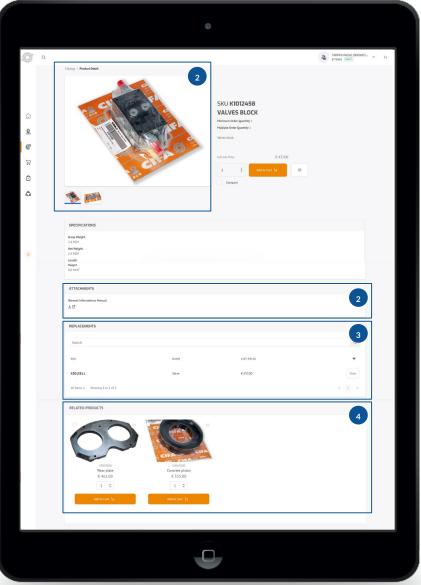




### Product relations (Up and Cross selling)



### Comparison between products



















### Product relations (Up and Cross selling)



Comparison between products



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	REFLACEMENTS         3           Seach         3           Sea         NANE         LUT FICK           SE0         NANE         LUT FICK           Seach         4         1           Seach         4         1
	RELETE PRODUCTS
	9





Different ways to place an order

- Standard Process: Machine > Parts Book > Spare Parts
- **Directly from Parts Book**
- Directly from the Catalog
- **Reorder function**

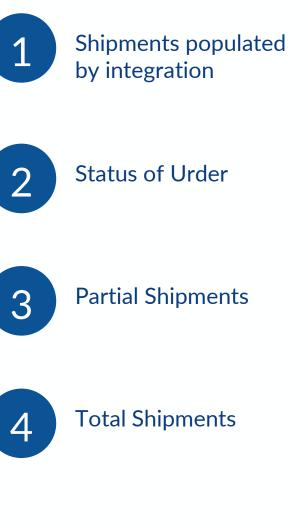
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- Import from CSV
- Import from Wishlist

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## Aftersales Portal: order shipment monitoring

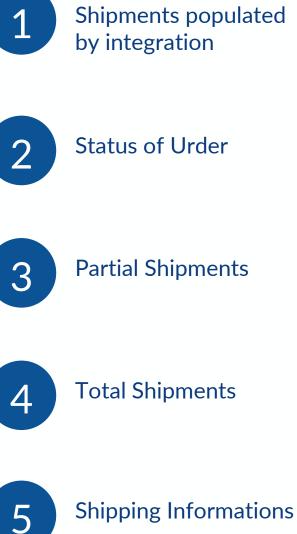
GRUAS Y EQUIPOS (0000004798)	S.A.S.	TOTALE NETTO	€ 965,13	NOTE					
ID ACCOUNT	910320	ID ORDINE	8790516	TIPOLO	SIA ORDINE	Urgente	DATA DELL'ORDI	NE 8-apr-2022 14.00.0	00
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Collettore	S000226503	€ 226,00	€ 160,62		€ 70,06	1 PZ	€ 160,62	Visualizza Spedizioni	
Guarnizione	K000226501	€ 15,00	€ 10,66		€ 4,65	5 PZ	€ 53,30	5	:
Manometro	K000207425	€ 27,00	€ 19,19		€ 8,37	4 PZ	€76,76	2	:
Spalla	S000223175	€ 200,00	€142,14		€ 62,00	2 PZ	€ 284,28	2	:
Manometro	K000908618	€ 26,00	€ 18,48		€ 8,06	1 PZ	€ 18,48	1	:







GRUAS Y EQUIPOS (0000004798)	S.A.S.	TOTALE NETTO	€965,13	NOTE				
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Manometro							J	:
Spalla	S000223175	€ 200,00	€ 142,14	€ 62,00	2 PZ	€ 284,28	2	:
Manometro	K000908618	€ 26,00	€ 18,48	€ 8,06	1 PZ	€ 18,48	1	:

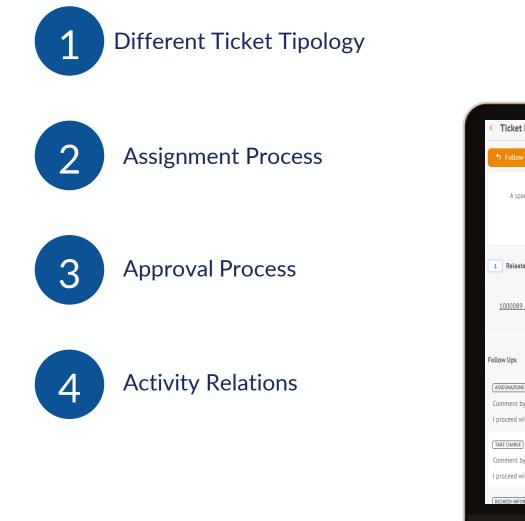


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## SMC **Aftersales Portal: customer service** management



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< Ticket Detail 1000090 / TARPINI PAOLO E SC	DNIA (mod)		
<b>5 Follow up</b> 🕑 Edit + Releated activity			in-attesa-di-informazioni (Normat) @ Public
A spare part code is missing on page 23 of the spare part	rs manual		1 ATTACHMENTS
1 Releated Activities			Drop Files Here to Upload
1000089 / TARPINI PAOLO E SONIA (mod)	14/04/2022 17:14:53	bozza 🛞	or Select Files
Follow Ups			PRINCIPAL INFORMATION
(ASSEGNAZIONE) portaladmin 15/04/2022 Comment by portaladmin I proceed with the assignment		© 15/04/2022 09:54:49	Customer: TARPINI PAOLO E SONIA (mod)
(TAKE CHARGE) portaladmin 15/04/2022 Comment by portaladmin I proceed with the checks		© 15/04/2022 09:55:27	Tipology: Technical documentation Assigned to: Coordinator, TEST Parts
RICHIEDI-INFORMAZIONI portaladmin 15/04/2022		C @	Reporting contact:

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## Aftersales Portal: Registration and Warranty Claim



Technical information of the Machine



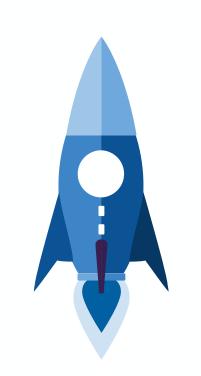
Spare Parts Used

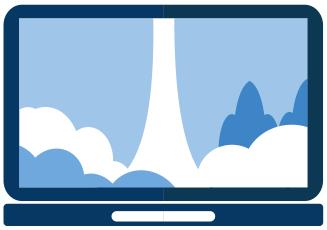


Manpower hours fixed for each type of damage

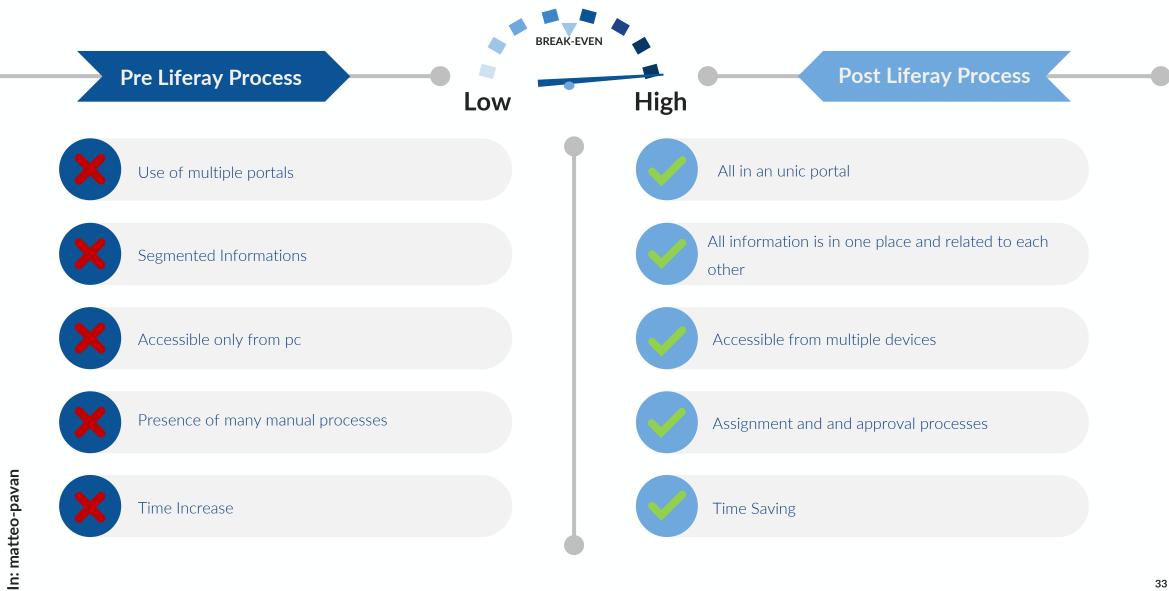


Approval Process

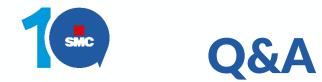




## SMC **Comparison new and old Process**



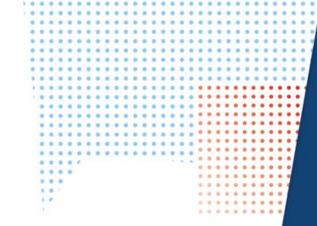
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## Contatti MATTEO PAVAN

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## Thank you 😳

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