ECENTA
AFTER-MARKET
PORTAL
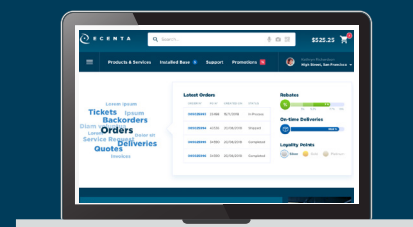
ENHANCE YOUR SAP® COMMERCE SOLUTION

Customers purchasing volumes of serialized equipment demand a commerce experience with self-service features and centralized information. The ECENTA After-Market Portal is uniquely designed for equipment manufacturers in any industry to meet all end customers' needs, ultimately boosting sales and improving customer loyalty. Based on the industry leading SAP Commerce Cloud platform, the ECENTA After-Market Portal is robust, scalable and easily extendable.

WHY CHOOSE THE PORTAL

- The ECENTA After-Market Portal allows you to meet your customers' needs anywhere, anytime.

- It enhances your commerce solution with best-in-class features, including install base information, IoT sensor data and analytics, contract and warranty information, easy search, product comparison, parts ordering, issue reporting, knowledge base search and other self-service capabilities.

- The portal also offers subscription-based sales modeling and multiple SAP integration scenarios.

- The portal can also be extended on a project basis to include a Marketplace concept, where buyers and sellers together transact on items related to your equipment and line of business.

WHY CHOOSE ECENTA

ECENTA is one of few SAP systems integrators handling the entire SAP customer experience suite (C/4HANA) of products. With more than 20 years of experience, ECENTA follows best practices in technical requirements gathering and alignment with the business. We empower business to reach their goals through SAP technology.

BUSINESS BENEFITS

- **Boosts sales**
- **Improves customer experience and loyalty**
- **Reduces service overhead**
- **Improves control of the after-market parts sales of your products**
- **Introduces new revenue models such as subscription-based products and services**
- **Provides your customers with new insights into the performance of their equipment if they are IoT-enabled**
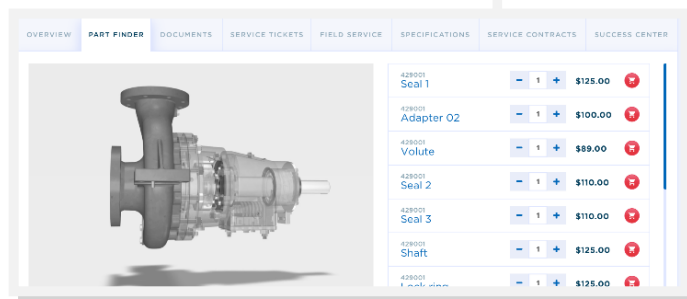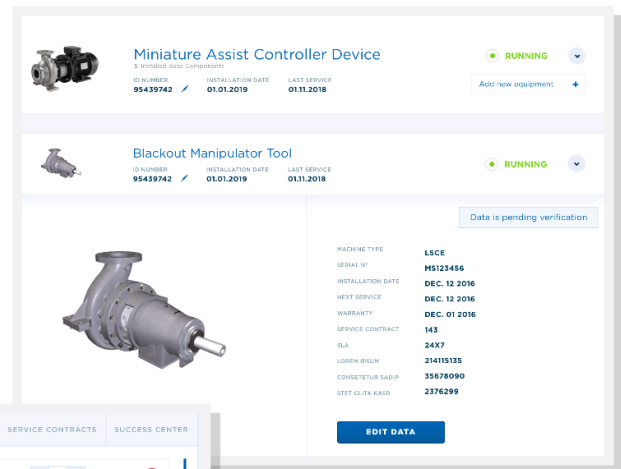
FEATURES AND VALUES

The standout features of our centralized portal deliver modern digital commerce capabilities:

1 | SELF-SERVICE FUNCTIONALITY:

Easily search, compare and order relevant parts and services based on install base of equipment.

FEATURES AND VALUES

2 | CENTRALIZED INFORMATION:

Access product and transaction-related information including past orders, deliveries, invoices, quotes, service requests, contracts, warranties and more.

3 | BEST-IN-CLASS INTEGRATIONS:

Integrate with multiple SAP solutions including SAP ERP, SAP S/4HANA, SAP C/4HANA, SAP CRM, as well as third-party CRMs and solutions. Leverage quick ordering and other advanced ordering features.

SAP Silver Partner

FEATURES AND VALUES
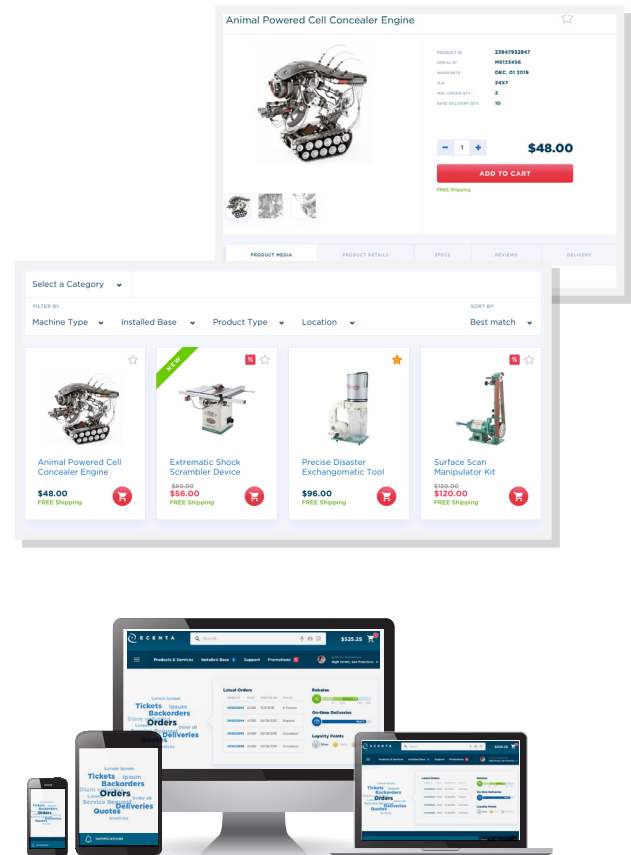
4 | SUBSCRIPTION-BASED SALES MODELS:

Expand potential sales opportunities by providing more flexible pricing and invoicing.

5 | UPSELLING AND CROSS-SELLING:

Boost awareness of related products and services.

6 | MOBILE FRIENDLY:

Connect and easily use the portal friction-free on any device.

BOOST SALES AND LOYALTY WITH THE ECENTA AFTER-MARKET PORTAL

For more details visit **www.ecenta.com/en/consulting-services/B2Bportal**

ECENTA