



Device Management

## IntelliShop Device Management

Self-service functions to register and manage devices to increase customer loyalty and after-sales business

With its new **Device Management** module, IntelliShop makes it easy for store customers to register and manage devices and machines. The registration process quickly guides customers through every field required to clearly identify their device. There is also an optional smartphone app for registering the device via QR code. The underlying data model as well as the forms can be adapted quickly and easily to the specific requirements of your industry and your product portfolio, using a form builder tool.

Registering a device forms the basis for intelligently digitizing your customers' procurement processes. Together with the new account structures offered in IntelliShop eCommerce Platform Release 7.9, your customers can now assign devices within their own organizational structure themselves. This in turn provides you with information about the geographical location and the contact person(s) in charge. In tandem with IntelliShop's flexible role and rights concept, multi-step approval workflows – such as for procuring

consumables – can now be defined and used to support your after-sales business.

Using IntelliShop’s Device Management, your store customers can also keep a constant eye on their pool of devices. In addition, a dashboard displays all the important KPIs, such as any upcoming maintenance required. This information helps customers make smart choices when setting up forward operational planning for their devices. The option

of placing service requests with just one click further simplifies overall maintenance and service processes, while ensuring better customer loyalty.

Direct access to all device-specific information and documents, such as instruction manuals and service agreements, is another benefit of the IntelliShop Device Management module. At the same time, customers are guaranteed to always have the latest document version at their fingertips.

# IntelliShop Account Management

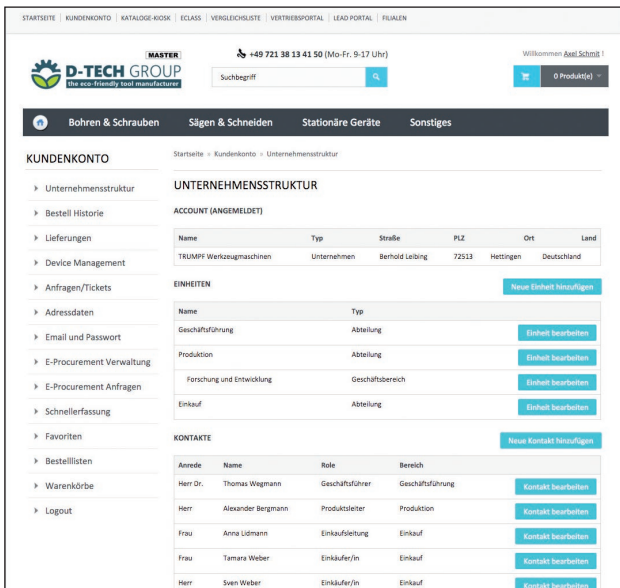
Get to know your customers better

The new **Account Management** module of the IntelliShop eCommerce Platform fulfills two essential requirements for a successful e-commerce strategy: As an e-store operator, you place your customer at the very center of your e-commerce

activities. The store customer, by the same token, gets to map his/her own organizational structure using the IntelliShop eCommerce Platform, thus forming the basis for company-wide procurement processes. Here, the flexibility of IntelliShop’s Account Management module is another great advantage: Thanks to the customization of accounts and business units when initially setting up the system, the software can quickly be adapted to the particular requirements of a specific industry.

Customer details, including their business units and contacts, are particularly easy and convenient to manage with IntelliShop’s new Account Management – even for extremely complex corporate structures. Furthermore, a smart search function helps to search across accounts and business units so that the desired object can quickly be found and accessed.

IntelliShop’s new Account Management also offers benefits from a sales perspective. The backend provides a host of CRM features for categorizing and visualizing business relationships.



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