# Integrated eBusiness Case Study

MAHLE

Increased Customer Service / Lower Cost of Doing Business / Around the Clock Availability

CleviteOrder.com provides MAHLE Clevite with an opportunity for Clevite's trade customers to place orders, check stock availability and inquire on existing orders 24x7 via the Internet.

The system is highly integrated to MAHLE Clevite's system in order to provide a high level of order fill rate, while being optimized by warehouse location to deliver lowest cost of shipping. Product availability by warehouse location is provided to MAHLE Clevite's trade customers on-line, real time.

Once an order is placed by a MAHLE Clevite trade customer, a high level of contact regarding the status of the order is automated. An order acknowledgement is initially generated by the system. Once the order is fulfilled, a shipment confirmation is sent to the trade customer once the product is shipped. A trade customer can inquire on any order placed with MAHLE Clevite through CleviteOrder. com, whether the order came in through CleviteOrder.com or some other means such as EDI. A direct link to the transportation carrier's website is provided from within the CleviteOrder.com Inquiry option. This level of integration provides a significant benefit to the MAHLE Clevite customer service representatives who can better focus their time on improving customer service rather than providing manual order status in response to phone inquiries.

CleviteOrder.com was originally designed to provide for emergency orders to be entered and managed by MAHLE Clevite's trade customers. It is not a replacement of the existing order processing system but is rather an extension of it. The majority of MAHLE Clevite's orders continue to be generated via traditional EDI from the larger MAHLE Clevite customers. However, CleviteOrder.com has provided an order entry point for trade customers to generate orders with MAHLE Clevite after hours and on weekends when the MAHLE Clevite customer service center is not in service.
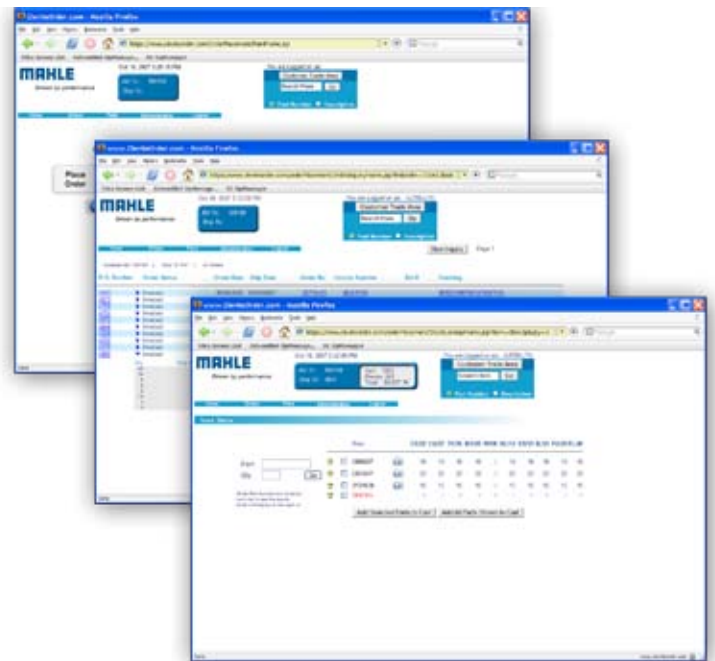
MAHLE Clevite has recognized significant benefit through delivery of the high level of functionality, the timeliness and accuracy of the data provided to trade customers through tight integration to their systems, and the high availability provided by the IBM midrange server platform running a Datanational Corporation eBusiness application.

The availability of CleviteOrder.com without increasing MAHLE Clevite's fixed overhead has provided a significant return on investment to MAHLE Clevite.

IT Solutions for Business
Your leading provider for Enterprise Software Solutions

DATANATIONAL

IBM Business Partner