



## *Put your customer in the driver's seat*

*online orders / order status / shipment tracking / stock status*

### *eConnect Customer Portal*

The easiest way for an Aftermarket supplier to get eBusiness up and running quickly, and to immediately contribute to their bottom line.

# eConnect Customer Portal

## Empower Your Customers

Typically, about 75% of the work effort performed in an Aftermarket Supplier's Customer Service department is generated through phone and fax orders and also from providing customers with order status and shipment tracking. Aftermarket eConnect Customer Portal provides the opportunity to move those phone and fax orders to an automated solution that is available during all hours your system is up and running. eConnect makes it simple for your customers to inquire on their past and current orders, when it's convenient for them, without having to place a phone call. Your customers can log into the portal, find their order, then track their package, 24/7.

## Automate and Advance

There is a significant financial justification for eBusiness, as phone and fax orders and shipment inquiries are very labor-intensive transactions. It is more important than ever to deliver superior customer service at a reduced cost. In order to maintain your competitive edge, you need to accommodate your customers, trading partners, sales representatives and customer service in today's 24/7 marketplace. Automating your customers' transactions and providing these functions during a wider range of hours increases top line revenue and decreases labor costs.

## Connect Now... with eConnect

Datanational's Aftermarket eConnect Customer Portal is a Java-based eBusiness solution that can reside on one of your servers or on a web server that is hosted and managed around the clock by Datanational's technical support team.

With Datanational's Aftermarket Customer Portal, you will be able to focus your resources on solutions that will increase your top-line revenue growth by providing improvements to Customer Service in order to create new sales opportunities. You will have a very effective business tool to provide increased customer service while reducing customer service labor hours and cost.



## Case in point

One of our Aftermarket clients receives over 5,000 orders per month via our eBusiness solution. They have transitioned a significant portion of their phone and fax orders to the much lower transaction cost eBusiness solution. Many of these orders come in after the Customer Service department is gone for the day and surprisingly, many orders come in over the weekend. Our solution is integrated to their Pitney Bowes Freight Calculation System and their ERP shipping system. They were able to increase their sales while decreasing labor hours in the Customer Service Department.

*Learn more about Datanational's IT solutions for the Automotive Aftermarket.  
Contact us or visit [www.AftermarketIT.com](http://www.AftermarketIT.com)*



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