

WECO+BESI = Maximum customer service

International semiconductor assembly equipment manufacturer Besi, leaves nothing to chance in after-sales service. That's why it has to be WECO's webshop solution!

About Besi:

Besi is a leading supplier of semiconductor assembly equipment for the global semiconductor and electronics industries offering high levels of accuracy, productivity and reliability at a low cost of ownership. The company develops leading edge assembly equipment for lead frame, substrate and wafer level packaging applications in a wide range of end-user markets including electronics, mobile, internet, computer, automotive, industrial, LED and solar energy. Customers are primarily leading semiconductor manufacturers, assembly subcontractors and electronics and industrial companies. For more information, please visit the website at www.besi.com

Spare Parts Business:

Besi is providing original OEM parts for highest yield. Operating internationally out of 6 hubs with 2 service desks in Asia and EU Besi guarantees highest customer satisfaction in the aftersales service.

Not only a first-class logistics counts but also an efficient front end to the customer through a WEBSHOP from WECO.

High level of customer service!

Welcome WECO Tester, Welcome to the BESI Online Store!



Documents / History

- Inquiries
- Quotations
- Orders
- System warranty
- System goodwill
- Deliveries
- Invoices/Payments

Shop

- Active inquiry
- New quotation
- New order
- New system warrant
- New system goodwill

BESI Spares & Tooling Online Shop

English

Partner Login

Please login to use the various functions of our Besi Online Shop. Browse through the product catalogue, enter orders or search for any documents. If you have any questions please send us an E-mail

User

Password

LOGON

Have you forgotten your password or user ID?
[Registration](#)

We needed a spare parts web shop that works smoothly, is always providing the most up to date information for about 500,000 parts and offers our customers a service at the highest level. At the same time, the solution was designed, not to create a parallel world of data, but using an integrated solution in the main ERP System, which is SAP. With WECO E-Commerce Sales & Service, our expectations have been exceeded in a positive way. Also the project phase was rather non-complex but straight forward.

Danilo Gerletti | Vice President

One solution for all cases!

From the beginning Besi had a clear idea of their future webshop. Complete integration into the SAP ERP system and user friendliness had the highest priority.

In order for the entire process chain to be digitally transformed, Besi customers should have the option of importing their shopping cart into their own purchasing system. This works via a standardized OCI interface.

WECO E-Commerce Sales & Service helped implement and execute Besi's requirements quickly.

After the successful "go-live", Besi has added to the smoothly functioning webshop further functionalities such as parcel tracking and a translation into the Chinese language.

The screenshot displays the Besi web shop interface. On the left, there is a 'Search for Orders' section with filters for Status (Open), Period (Undefined), and Advanced Search Options. Below this is a table of search results:

Status	BESI Sales Document
Open	2120082152
Open	2120082150
Open	2120082146
Open	2120080605
Open	2120079812
Partially completed	2120079480

The main part of the interface shows a detailed view of an order in Chinese. The order status is 'Open' and the date is '26.06.2018'. The order total is '1,631.05 USD'. The interface includes a search bar, navigation tabs for '商店' (Store) and '文件/历史' (File/History), and a detailed search filter section with options for status, period, and search criteria.

What were the advantages of implementing the WECO solution for Besi?

- ✓ Customers can shop 24/7
- ✓ Easy and fast product and information search
- ✓ Customers see the availability of products in real time
- ✓ No duplicate data entry, all information is available directly in SAP
- ✓ No additional hardware is required
- ✓ Due to the direct integration into the SAP system no interfaces are needed
- ✓ The webshop can be extended with new features in an easy way



Item	Article no.	Quantity	Description
10	2911084172/A	1	PC TEST PRWP - CUTTING PLATE (CO)
			Availability Switzerland: ■■■■
			Availability Singapore: ■■■■
			Availability US: ■■■■

Plant

Status:

Advanced Search Options:

Period:

from

until

Mr. Gerletti, why Besi has finally decided for WECO?

Besi selected the solution of WECO for its price capability ratio and time to market. One of the most important points was the complete integration in the existing SAP ERP system of Besi with no need to maintain other data and software tools.

Danilo Gerletti | Vice President

About WECO Software GmbH

WECO Software GmbH is specialized in e-commerce solutions, which are fully integrated into SAP ERP and S/4HANA systems. With more than 10 years of e-commerce experience, we have been able to offer every customer the optimal solution for the digital transformation of their business processes. Meanwhile we count more than 100 satisfied customers, which we are proud of.

For further information to our products and services visit our website www.wecosoftware.com

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