



Engine manufacturer meets software provider

With a WECO webshop, spare parts procurement runs as smoothly as a DEUTZ engine itself

About DEUTZ

DEUTZ is one of the world's leading manufacturers of innovative drive systems. Its core competences are the development, production, distribution and servicing of diesel, gas and electric drivetrains for professional applications. The engine specialist offers a broad product spectrum with capacities ranging from 19 kW to 620 kW that is used in construction equipment, agricultural machinery, material handling equipment, stationary equipment, commercial vehicles, rail vehicles and other applications. With 13 distribution companies, 7 sales offices and over 800 sales and service partners, DEUTZ offers its customers comprehensive and fast service support in more than 130 countries around the world.

DEUTZ in numbers



Founded:
1864



Employees:
4154



1.479 Mio. € Sales
2017



2016 – Three
millionth DEUTZ en-
gine from Cologne

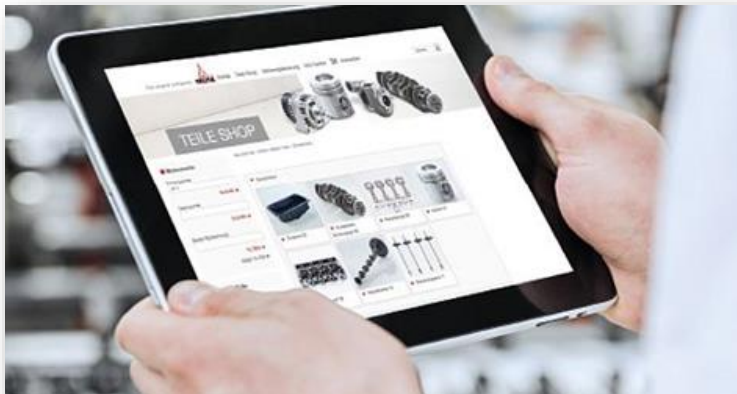


67 Mio. € for R&D

Project description

The DEUTZ Service Portal www.deutz-serviceportal.com offers dealers, garages and users of DEUTZ engines a wide range of online services in one convenient platform:

Spare parts webshop



The parts shop allows customers to purchase genuine spare parts and accessories for DEUTZ engines fast and safely online. Its biggest advantage compared to regular web shops: the system has direct access to the complete DEUTZ engine documentation. The shop can be accessed using the individual engine numbers, making sure that the user always receives the right part guaranteed to fit their DEUTZ engine.

Engine registration

By registering their product with DEUTZ, customers can gain access to additional content and functions: Digital engine documents for download, fast navigation through the shop and specific service requests sent directly to the DEUTZ service partner on site. This way, customers with larger equipment fleets can always keep track of their engines.

■ Your Engines

▼ TCD 3.6 L4



TCD 3.6 L4

- Engine serial number: 22001912
- Vehicle /equipment manufacturer: TEST EQUIPMENT
- Model /Type of vehicle /equipment: TEST TRACTOR
- Serial number of vehicle /equipment: 123456

- Date of commissioning: 03.10.2018
- Operating hours (actual): 2,500.0

TD / TCD 3.6 L4

Operating manual
EU Stage IV & V / US EPA Tier 4

Service and maintenance work

Lubricating oil system

Change lubricating oil filter

Filter may never be pre-filled. Danger of soiling!

- Loosen and unscrew filter with tool (order no.: 9189 9142)
- Collect escaping lube oil
- Clean the sealing surface of the filter carrier with a clean, lint-free cloth.

- Oil the seat of the new DEUTZ original spare filter lightly
- Screw on new filter by hand until the gasket is touching and tighten

Tightening torque:
10 Nm - 12 Nm

Info center

The Info Center offers fast access to a wide range of information and documents for DEUTZ engines and service products – from operating manuals to safety data sheets for DEUTZ operating materials

Worldwide platform solution

As a platform solution, the DEUTZ Service portal combines the benefits of the World Wide Web – unlimited availability around the clock – with the strengths offered by an expert local aftersales service: All customer support, service and parts delivery remains in the hands of the local DEUTZ partner close to the customer. The DEUTZ Service Portal is now available to customers from 15 countries. The worldwide rollout is being continued step by step - the next rollout phase will connect further markets in Europe, the Americas and Asia.

Digital service: a future-oriented strategy

„ Driving digitalisation in our aftersales segment is a key element of our growth strategy and is aimed at maximising the benefit for our customers. The direct access to our engine documentation is a strong USP of our service portal, enabling users to order genuine DEUTZ parts in a quick and convenient way.“

Michael Wellenzohn, member of the Board of Management of DEUTZ AG for Sales/Service & Marketing

Implementation

- ✓ Having been successful in implementing the existing DEUTZ P@rts system in the past, WECO Software GmbH was able to assert itself in the selection process for the provider of the DEUTZ Service Portal once more.
- ✓ The implementation was done as a multi-shop solution, which can include the many local distribution partners and service centers of DEUTZ. For each shop, the partners can upload their own price and stock data. Additionally, the system offers numerous configuration possibilities to the needs of the local partners. The shops can be operated both as a B2B as well as a B2C solution for end customers.
- ✓ All product data and the entire DEUTZ engine documentation with thousands of technical drawings are retrieved directly from the SAP ERP system
- ✓ The standard shop functionalities have been supplemented with additional functions, such as the possibility of registering customer devices and downloading digital engine documents.

About WECO Software GmbH

WECO Software GmbH is specialized in e-commerce solutions, which are fully integrated into SAP ERP systems. With more than 10 years of e-commerce experience, we have been able to offer every customer the optimal solution. Meanwhile we count more than 100 satisfied customers, which makes us very happy. If you want to learn more about our products or about WECO, just make an appointment with us. In a free and non-binding product demonstration we gladly show you, what our solutions offer. We are looking forward to a collaboration with you.

Kontakt

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