



WÜRTH BUSINESS SERVICES

JOURNAL

ISSUE 10/2024

FOREWORD

Dear Colleagues,

We are delighted to have you with us as we explore the valuable support services available within our internal shared service team. At WBS, we understand that in challenging times, teamwork is more essential than ever. Our goal is to be the reliable partner working behind the scenes, allowing you to focus on your core tasks while we take care of the details that keep operations running smoothly.

In this edition, we showcase how our Sales Operations services, including Delivery Plan Evaluation and Sales Reports, help you stay on top of deliveries and performance, enabling your team to maintain its focus on strategic objectives without getting bogged down by operational complexities. In Logistics, we cover our support in managing Damage Delayed Deliveries and creating Shipment Notifications. These services ensure that disruptions are minimized, and communication flows seamlessly, so your team can continue driving results without the distractions of logistical hurdles. By providing this back-end support, WBS enables you to concentrate on what truly matters—pursuing opportunities, solving challenges, and delivering value to customers. We believe that by working together, we can achieve more, especially in demanding times when efficiency and collaboration are keys.

Thank you for trusting WBS as your support partner. We encourage you to explore how our services can help streamline your processes and free up your team to focus on their priorities. Together, we can achieve great success.

Warm regards,
Your WBS Team

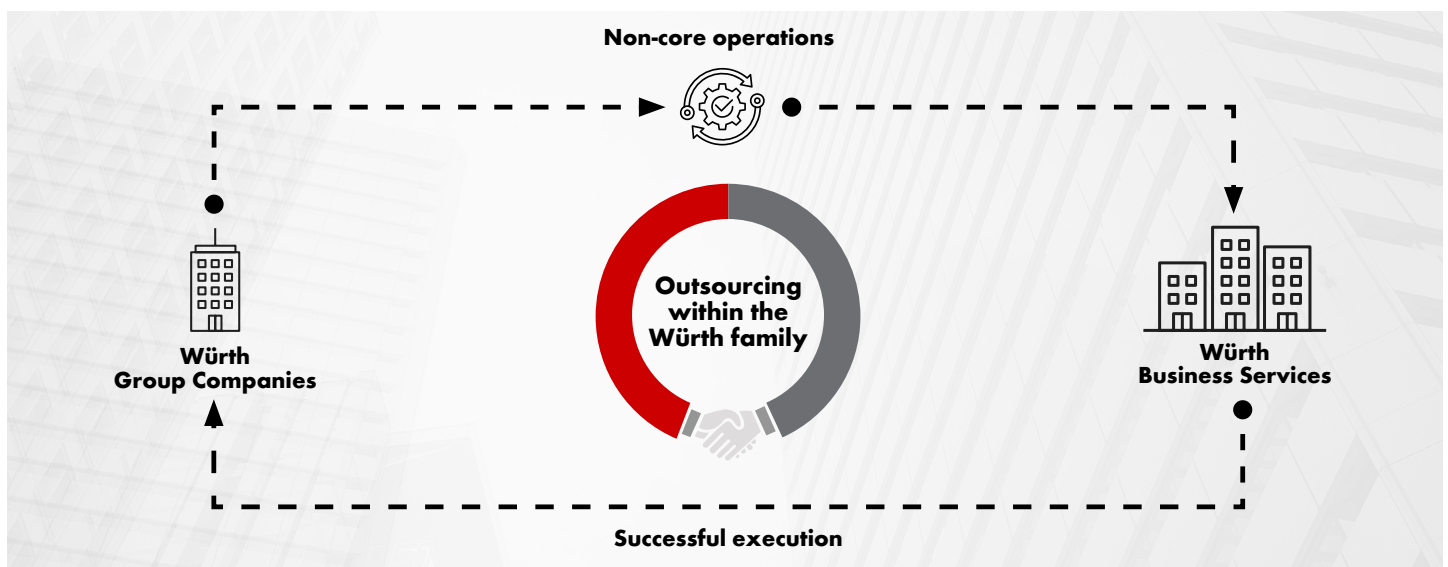
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ABOUT WÜRTH BUSINESS SERVICES

WBS IS THE DOOR TO OPEN

Würth Business Services (WBS) is a shared service provider within the Würth Group. We execute non-core tasks for different departments such as Finance, Logistics, Product Article Master, Sales Operations, Purchasing and others. Operating from India, WBS allows you to focus on your core business operations and save time & costs.

CONCEPT OF OUTSOURCING



OUR VALUES



Mutual Trust

Open communication and transparency.



Accountability

Ownership of our support and execution.



Reliability

Streamlined and consistent support to rely on.



Quality

Strict adherence to high-quality standards.

CONNECT WITH US

Get our comprehensive support now and optimize your business operations. Kindly get in touch with us:

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Mr. Akshay Mastakar (Sales Manager)

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SALES OPERATIONS



DELIVERY PLAN EVALUATION

Possessing a consolidated data about delivery schedules can facilitate the management of warehouse spaces and other resources. The Sales Operations Team at Würth Business Services supports in providing a simplified and consolidated view of delivery plans through its Delivery Plan Evaluation process. In this process, our team calculates price, weight and volume of upcoming deliveries on a regular basis and shares the consolidated data with your IDMs. We refer the delivery data stored in the Enterprise Resource Planning (ERP) system.

We extract the data in an excel sheet and keep only the necessary columns such as price, part weight, order volume, order weight and calendar week & year. Based on this data, a pivot table is created in another excel sheet. Both of these sheets are shared with your IDMs as per the frequency decided by you. Our support helps you save time in preparing a consolidated delivery plan, allowing your Logistics Teams to efficiently plan staff, warehouse space and special shifts for receiving deliveries.

SALES REPORT

The detailed sales data can assist in determining the sales patterns, devising further strategies and achieving the sales growth. As your sales representatives can focus on customer conversions and other core activities, the Sales Operations Team at Würth Business Services prepares the Sales Report to provide them valuable sales insights. Based on the frequency of reports requested by you, we utilize the data stored in the ERP system related to sales generated or sales orders booked to create the reports. We

extract the data, organize it to provide a simplified view, apply formula and carry out calculations based on your requirements. We also mention the historic data if requested by you in the report. To provide the data insights at a glance, we additionally generate graphs and tables. Finally, we send the reports to your sales representatives. The regular updates on sales performance can help you in gaining insights on customer behavior, planning the growth strategies and utilizing time for core sales activities.

BENEFITS OF PARTNERING WITH WBS

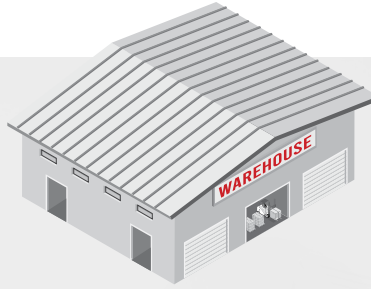
- ✓ Timely submission of delivery plans and sales reports
- ✓ Plan warehouse activities in advance to avoid discrepancies
- ✓ Gain valuable insights to devise sales growth strategies
- ✓ Flexible process execution as per individual setup



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Leverage our experience and support in different processes related to Sales Operations and help your Sales Teams take data-driven decisions. Kindly get in touch with our representative.

LOGISTICS



DAMAGE DELAYED DELIVERIES

The coordination with Sales Department and freight forwarders in case of delayed deliveries becomes important in determining the reason and taking further steps to complete the delivery. However, this coordination proves to be time consuming and diverts the focus from core operations. The Logistics Team at Würth Business Services executes the Damage Delayed Deliveries process to coordinate with Sales Department and freight forwarders and obtain the detailed report on delayed deliveries. Our team

receives notifications about the delayed delivery with reference number through an email. Then we check the notification in the Enterprise Resource Planning (ERP) system, inform the Sales Department about the delay and gather the detailed information about delayed delivery from Sales Department to submit it to the freight forwarders. This way, you can focus on core operations while we handle documentation and coordination to inform about delayed deliveries.

CREATION SHIPMENT NOTIFICATION

Providing timely information about the shipment arrival to all the involved parties is necessary to schedule pick-ups and ensure seamless logistical operations. Entering all the details in customer's portal can provide easy access to information to your customer. Also, sending this information to the transporter facilitates the pick-up process from your warehouse. The Logistics Team at Würth Business Services executes the Creation Shipment Notification process for sending shipment information to all the involved parties. Our team creates Shipment Notifications by entering all

the shipment-related details such as packaging type, delivery details, number of articles and others from the Kanban Management System (KMS) in your customer's portal. Then a Shipment Notification containing shipment number and notification number is created and shared through email to your transporter for scheduling a pick-up from your warehouse. This way, you can focus on core operations and save time in entering all the shipment information in customer's portal and sharing the notification with transporters.

BENEFITS OF PARTNERING WITH WBS

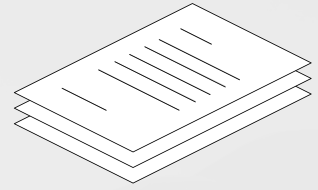
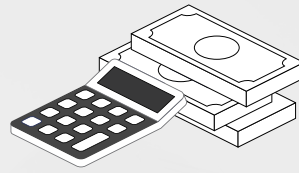
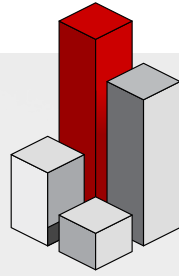
- ✓ Thorough assistance from root cause analysis to claim settlement
- ✓ Save time and recover costs of damaged goods with our assistance
- ✓ Flexible process execution as per individual setup
- ✓ Focus on core tasks while maintaining updated data



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Leverage our expertise and experience in different logistical operations and improve the speed of operations. Kindly get in touch with our representative.

FINANCE



PAYMENT RUN

Making timely payments to vendors strengthens relationships and helps in efficient cashflow management. The Finance Team at Würth Business Services assists you in making timely payments with the Payment Run process. In this process, our team checks the details such as due date, invoice number, amount, currency, bank information and others mentioned in due invoices by accessing your authorized finance portal. The bulk payments are

carried out to the vendors with due payments. We carry out the Payment Run based on the pre-decided schedule to ensure timely payments to vendors. With our support, you can focus on core financial operations while we meticulously check all the details and make payments for due invoices. With timely payments, you can negotiate with vendors and avail discounts on the next orders.

INVOICE CREATION

Creating the correct invoices and generating the unique invoice number facilitates in financial transactions. The Finance Team at Würth Business Services supports creating accurate invoices with the Invoice Creation process. In this process, our team receive details such as order number, delivery date, amount, quantity, email address and others through email from you. Based on your request, we enter all the details in the Enterprise Resource Planning

(ERP) system. We again verify if received details and entered details in the ERP system match. Upon successful verification, we generate an invoice with the unique invoice number. You can utilize this invoice for the further financial transactions. With our support, you can invest your time for core financial operations while we generate a high volume of invoices for you. Our team ensures attention to detail and maintains accuracy in the process.

BENEFITS OF PARTNERING WITH WBS

- ✓ Bulk payments made to suppliers as per the schedule
- ✓ Strengthen supplier relationship with timely payments
- ✓ Flexible process execution as per individual setup
- ✓ Focus on core operations with our support



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For availing support for different Accounts Payable and Accounts Receivable processes, kindly get in touch with our representative.

EXTRA MILE: EXECUTION IN EXCEPTIONAL TURNAROUND TIME BY SOURCING TEAM



Going an extra mile is not merely a practice at Würth Business Services anymore; it is becoming a tradition, a ritual. As we had demonstrated in the previous editions, our commitment to go extra miles for our customers remains unwavering. Sometimes, going an extra mile means finishing a huge bulk of tasks in the fastest Turnaround Time (TAT) as given by the customer, while sometimes, it means setting a record for the fastest TAT while executing an urgent task specified and required by customers. This is what happened with our Purchasing Team this time. The Sourcing Team, a part of the Purchasing Team, comprising of Advait Deogade (Team Lead) & Shradhesh Malkar (Senior Executive), recorded the fastest TAT of the month by executing the urgent task allocated by the customer.

The Sourcing process usually involves finding the best Würth-approved supplier that would deliver the required order in the fastest lead time and at the lowest cost. However, the nature of task execution changes as per the requirement. In this instance, the task was to find the best supplier for 38 cases on an urgent basis. The TAT given by the customer was only 2 days. The challenge was to coordinate with different suppliers for all the 38 cases, obtain quotations from each supplier, determine the best supplier, negotiate if needed and send the winning supplier information to the customer.

Well, our team members fastened the seatbelts and readied themselves for the challenging yet monumental two days. Each of our team members, Advait and Shradhesh, adopted a systematic yet efficient approach. Once they received the cases through emails from the customer, they divided the cases based on materials. The next step was coordinating with different suppliers to receive quotations. They emailed the requirements to the Würth-approved suppliers (as we only work with approved suppliers). Some of the suppliers responded to emails immediately, while some took time. They called the ones who took time via phone and availed their quotations, given the urgent nature of the task. Following the receipt of quotations, they negotiated with some of them by implementing strategies such as negotiating based on current price trends for materials, lowering the price by asking for discounts based on past purchases and many others. Finally, their efforts came to fruition.

The Sourcing Team finished the task of finding the best supplier for 38 cases in only 1.6 days, which was the fastest TAT of the month.

For such enormous and intense efforts, the team received an appreciation from the customer. Their swift response and the record TAT helped the customer meet its urgent needs. The team's dedication, quality of work and unwavering commitment did not go unnoticed by Würth Business Services. The team received an award, "Team of the Month - July 2024." Würth Business Services remains committed to go an extra mile, ensure the highest levels of quality & accuracy in task execution and deliver the expected work in the minimal TAT.

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Bhavna Alimchandani

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Leverage our experience and resources in executing different Purchasing operations and count on us to go an extra mile. Kindly get in touch with our representative.

INDUSTRY INSIGHTS

HOW GLOBAL CAPABILITY CENTERS SUPPORT WITH DYNAMIC REQUIREMENTS



Global Capability Center (GCC) is a company or firm established by a larger or parent organization to support itself in executing various tasks. As mentioned in articles in previous editions, GCCs play a crucial role in transforming traditional business practices and opening the doors for cost savings, global talent acquisition and addition of strategic value. As organizations are establishing their own GCCs in different countries, the Würth Group has Würth Business Services (WBS), its own GCC in India. We are focused on supporting companies within the Würth Group with their non-core operations. Along with these, there are many other benefits on which we can shed the light. Among those benefits include providing support for dynamic requirements. Let us look into different aspects.

The unforeseen circumstances such as the sudden increase in demand or the shift in consumer preferences require prompt support. Handling the increased workload and requirements may become tedious during these times. This is where GCCs come into picture. GCCs have an established setup such as ample workforce to handle sudden increase in requirements or acquire resources to address the rise in needs. Scalability is one of the major attributes of GCCs. As we have read in the previous editions, GCCs can give you the access to the global workforce with its establishment in different countries worldwide. This workforce is capable of handling diverse dynamics requirements and deliver the output in the expected delivery time. For instance, the Sales Operations Team at WBS processed more than 9,000 positions across nearly 2,300 orders for a customer, spending more than 130 hours in a month in processing.

One of the best strategies GCCs can implement to support with dynamic requirements is improvisation.

For instance, the Logistics Support Team at WBS carried out rebooking and rechecking of Country of Origin (COO) for more than 1,300 cases. The team registered the fastest Turnaround Time (TAT) for this task. How did they do it? The distribution of the total work among the team members and training more team members on the task when the need for more resources arose. The team members trained more members who had lesser workload for processes they were working at time. These team members received the training for order management and rebooking & rechecking COO processes. This way, we handled the increased workload and delivered the output in the fastest TAT along with achieving the highest service degree. This approach also ensured the customer satisfaction and earned us a special appreciation.

We ensure that we meet the specific dynamic requirements of each company and integrate the culture of the Würth Group seamlessly. As mentioned in the previous articles, we handle different non-core processes in Sales Operations, Finance, Logistics, Business Support, Purchasing and other departments. We also adopt a flexible approach as per the specific requirements and go an extra mile to execute processes successfully. To know more about us and our extensive support portfolio, kindly visit our website or get in touch with our representatives.

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CUSTOMER FEEDBACK

Dear WBS Colleagues,

We are writing to inform you that the tasks handed over in the last 12 months that are now dealt with the WBS team have been completed in a precise and professional manner. The team's dedication and attention to detail have been exemplary, and their support has been invaluable in ensuring the success of our projects. We have seen curiosity, activity and passion on daily basis, and this has resulted in the rightfully assessing your team as our partners and not suppliers.

We believe that you have made many internal trainings, cheered up the team and supported them in the time of demand, provided guidance and made everything beyond possible to make processes working in the desired quality and now you deserve nice words from us. **Please extend my gratitude to the entire team for their hard work and commitment.**

We look forward to continuing our collaboration and achieving more milestones together.

Thank you for the support and all the best.

Michal Novák
Managing Director
Würth Industry, spol. s r.o.

Andrea Votrubová
Finance Manager
Würth Industry, spol. s r.o.

Daniel Vitek
Head of CS and Logistics
Würth Industry, spol. s r.o.

SHARE YOUR FEEDBACK ON WBS JOURNAL

Dear Valued Colleagues,

We express our gratitude and truly appreciate the time and support for our WBS Journal.

We are always looking for ways to improve and make the journal more valuable to you. We would love to hear your thoughts and suggestions on how to make it even better.

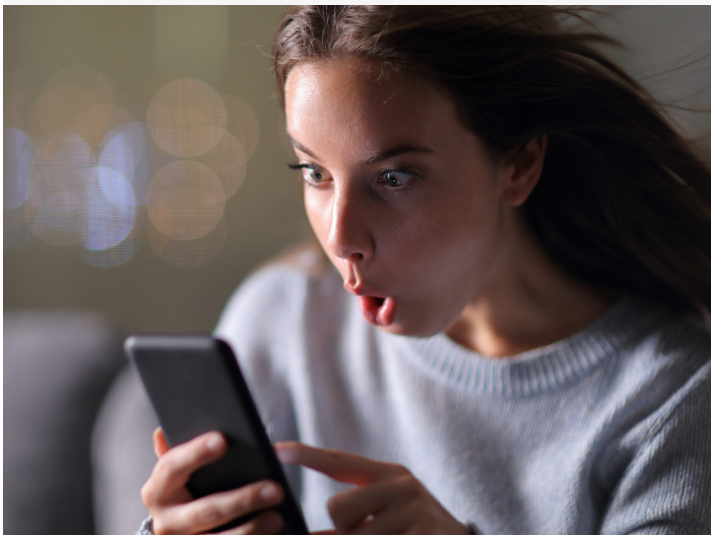
Please share your feedback in the form link below. It will only take a few minutes.

Click here to share feedback now 

Thank you again for your continued support!

MEME CORNER

When you realize
Würth Business Services
can handle all your
back-office tasks!

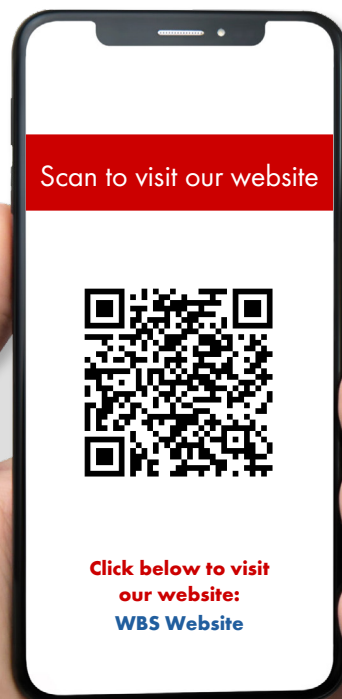


**Me: I can totally handle all
the non-core tasks while
focusing on core services.
I don't need outsourcing.**

Me after 5 minutes:



Maybe
Würth Business
Services
can help...



✉ contact-wbs@wuerth-industrie.com

Follow us on social media

