

WÜRTH BUSINESS SERVICES

JOURNAL



FOREWORD

Dear Colleagues,

One of the interesting topics presented in this issue is the transcoding process for Würth products, provided by WBS.

Learn the art of presenting a clear, accurate and easy-to-navigate article portfolio to your customers. Discover the importance of avoiding confusion by ensuring each article has a distinct number. Dive into the Transcoding process executed by the Product Article Master Team at Würth Business Services to identify equivalent articles. Explore how this process helps in avoiding data duplication and maintaining a detailed and accurate article portfolio. Experience the benefits of saving time and focusing on core operations while ensuring data integrity and ease of navigation for your customers.

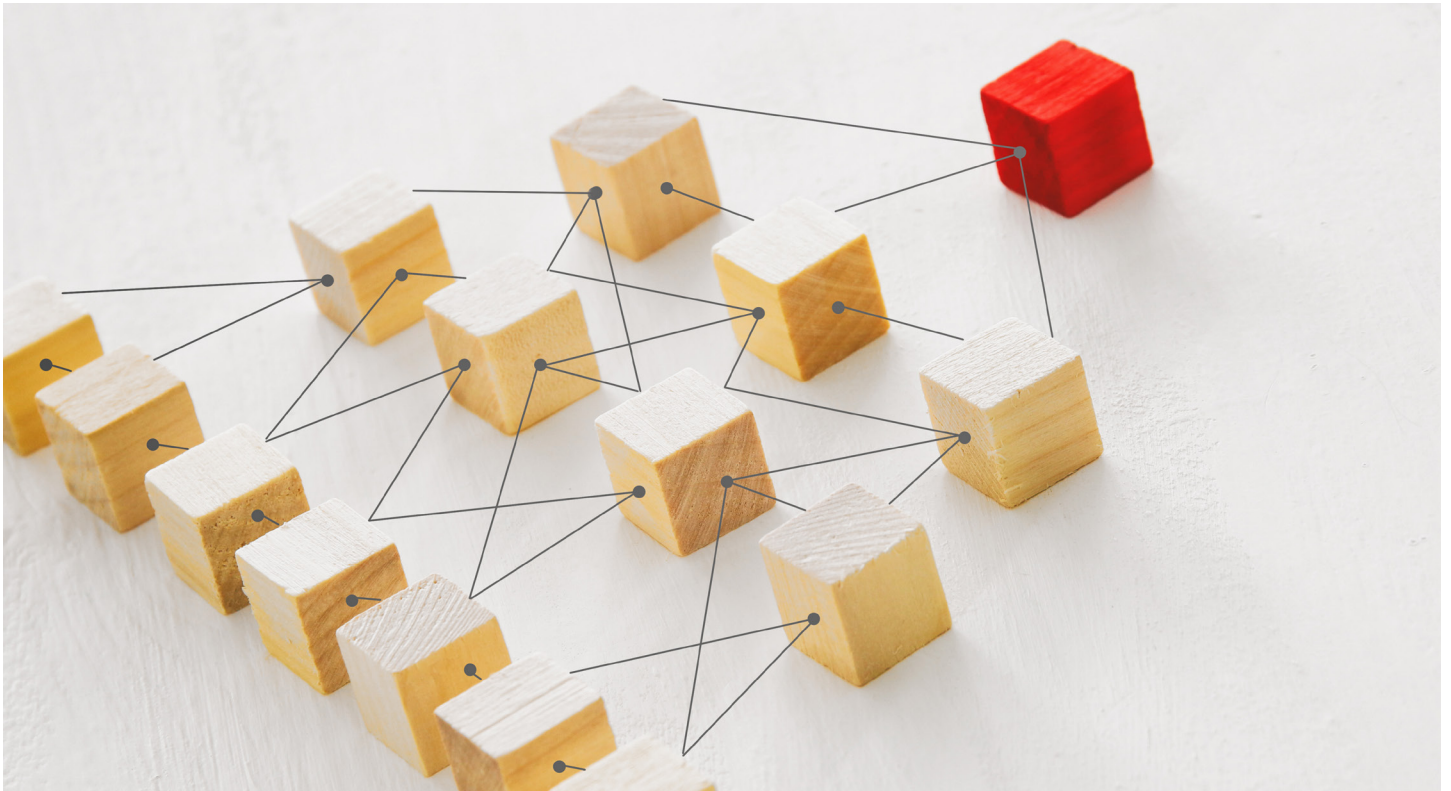
WBS...we make it easy!



Best regards,
NORMAN DENTEL
CEO
Würth Industrial Services India Pvt. Ltd.



PRODUCT ARTICLE MASTER: PRODUCT HIERARCHY



When there are thousands of articles in the company's portfolio, it is essential to set the hierarchy levels for easy navigation. Companies in the Würth Group usually face the need to create a clutter-free and easy-to-navigate portfolio. Whether there are newly-created articles or the existing articles that have not been assigned in a hierarchy, each company needs to spend a considerable number of hours in assigning those articles in the correct hierarchical levels. This is why the Product Article Master Team from Würth Business Services executes the process known as Product Hierarchy.

In this process, our team receives a list of articles from the customer or extracts the list from the Enterprise Resource Planning (ERP) system. This list contains articles that have not been assigned to any hierarchical level. After receiving the list, our team checks article details, such as

article number, 2D drawing, short text and others. Based on technical specifications and descriptions of articles, we arrive at a conclusion and assign the correct hierarchical level to each article in the ERP system. In the last step, we prepare a comprehensive report containing articles and their hierarchical levels.

In 2023, our team handled approximately 56,000 cases and saved nearly 3,800 hours.

This process helps your customers in easily navigating the articles in the extensive portfolio. Our team saves a considerable number of hours and resources by accurately assigning hierarchical levels. However, in case of missing information, we coordinate with the customer to avail the required information and then appropriately assign the hierarchical level.

Leverage our experience and resources in maintaining product hierarchy and finding articles easily. Kindly get in touch with our representative.



Priyanka Shende

Manager – Product Article Master, Würth Business Services
priyanka.shende@wuerth-industrie.com

PRODUCT ARTICLE MASTER: TRANSCODING



When you present an article portfolio to your customers, it is important to present distinct, accurate and easy-to-navigate portfolio. If there are more than one article with the same article number, it will be difficult for your customers to choose the required articles. Checking if the equivalent articles exist in the portfolio is essential to facilitate your customers in placing orders using accurate article numbers. This is why the Product Article Master Team at Würth Business Services executes a process known as Transcoding to determine if the equivalent articles already exist in your article portfolio.

In this process, the team identifies Würth articles based on the article description and other details, such as materials used, specifications and others. Based on the Request for Quotation (RFQ) sent by customers, we check if the equivalent articles already exist in the Enterprise Resource Planning (ERP) system. Once done, we prepare

a report, in which, we mention equivalent articles found. Furthermore, we assign Product Hierarchy to new articles when equivalent articles are not found.

In 2023, our team handled more than 95,000 cases and saved nearly 6,400 hours for different customers.

With manual RFQ matching process, we provide a detailed report on duplicate articles. Through this process, we help avoid data duplication and maintain a detailed & accurate article portfolio. We also aim to improve matching the customer needs with available articles. Time saving and focus on core operations are added benefits of transferring this process to us. We help maintain data integrity and enable your customers to navigate the articles easily.

Leverage our experience and resources in executing Transcoding process and provide accurate article data. Kindly get in touch with our representative.



Priyanka Shende

Manager – Product Article Master, Würth Business Services
priyanka.shende@wuerth-industrie.com

FREQUENTLY ASKED QUESTIONS



Q. In the Product Hierarchy process, how do you determine hierarchical preference if equivalent articles exist?

A. If equivalent articles exist in the ERP system, we prefer the hierarchical level assigned to its equivalent articles. Furthermore, we verify whether the hierarchy is logically correct for the article or not.

Q. How do you assign hierarchy in case of incomplete article information?

A. In such cases, we try to conclude the hierarchy based on the present information. If we are not able to find any details, then we mark that article as 'Did not find the product/reference.' We send it to the customer and ask to obtain the required details.

Q. In the Transcoding process, what do you do when you receive RFQ with specialized articles?

A. If there are specialized articles that do not exist in the ERP system, we send those articles for the Article Creation process. Our team also executes the Article Creation process successfully and creates a new article in the portfolio whenever required.

ROBOTIC PROCESS AUTOMATION: PROOF OF DELIVERY UPLOAD IN SAP



Once a shipment is received in the warehouse, the transporter issues a document that confirms the delivery. This document is known as a Proof of Delivery (POD). Uploading this document in the SAP system is essential to convey that the shipment is successfully received. If this document is not uploaded, it implies that there is damage, under-delivery or non-delivery of shipments. So, the executives need to upload the POD in SAP. As there are huge number of POD documents generated, uploading them becomes a time-consuming and repetitive task. This is why the Robotic Process Automation (RPA) Team at Würth Business Services developed an automation bot for the Proof of Delivery (POD) Upload in SAP process.

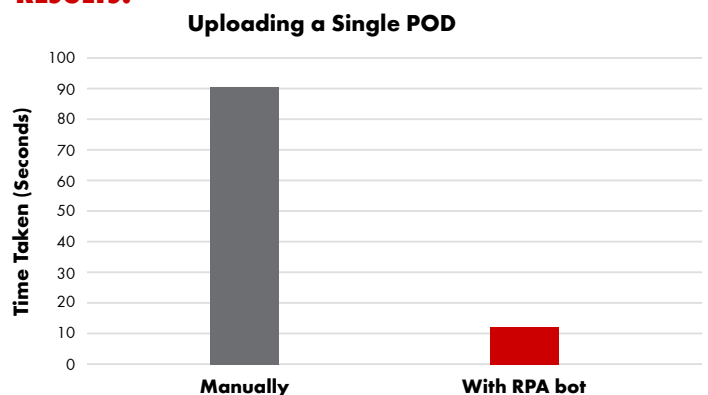
In this process, the aim of the bot is to upload the POD to the respective invoice number in SAP. In the first step, the bot downloads the POD documents through the email received from the Logistics Team of the customer. These documents are saved in a folder and respective invoice numbers are copied. Then the bot logs in into the SAP application, enters the copied invoice numbers, creates attachment and selects the invoice document with the same invoice number from the folder. In the last step, it sends the notification about the successful upload.

Leverage our experience and expertise in uploading POD and accelerate your business operations. Kindly get in touch with our representatives.

The bot executes the task nearly eight times faster as compared to manual upload.

The bot implementation saves a significant number of hours, as huge number of documents are processed every day. Furthermore, the manual upload may lead to manual errors such as uploading the wrong POD to corresponding to the invoice number in SAP. However, the bot ensures accuracy in uploading POD. The below comparison between the manual and bot execution tells the difference in time taken.

RESULTS:



Markus Fay

Head - IT, Würth Industrie Service GmbH & Co. KG
markus.fay@wuerth-industrie.com

RPA BA Segment

RPA-BA@wuerth-industrie.com

EXTRA MILE: AUTOMATION ESSENTIALS AND BEYOND



Würth Business Services and Würth Industrie Service GmbH & Co. KG believes in going an extra mile to serve customers. Along with providing all the necessary support, we believe that it is essential to meet them and discuss how we can add value to their businesses. This time, the executives from the Robotic Process Automation (RPA) Department decided to go an extra mile to discuss potential collaboration with customers, present the solutions and provide an extensive presentation on how RPA can be beneficial. In February 2024, they participated in the event, "Impact Hub Live," to discuss how automation of different services can save time, costs and resources for their businesses.

Our representatives, Mahesh Deshmukh (Associate Manager - Digitalization) and Sanvid Padalkar (Associate Team Lead - RPA Operations & Support), travelled to Germany from India to give a detailed presentation on "Automation Essentials and Beyond" at the headquarters of Würth Industrie Service (WIS) GmbH & Co. KG in Bad Mergentheim. RPA business scouts, WIS employees from different departments and representatives from various Würth Group companies attended the presentation.

Mr. Padalkar gave a presentation on "Automation Essentials," which covered basics of RPA, overview of implementation in different organizations, key factors for

successful execution and benefits for organizations in terms of efficiency and quality. Furthermore, Mr. Deshmukh covered "Automation Beyond Basics" in his presentation. The topics included in his presentation were advanced RPA concepts, potential technologies, applications, integration into existing infrastructure and Intelligent Document Processing (IDP) solutions for organizations. He also discussed the success parameters for RPA implementation in an organization. The presentation concluded with a Question & Answer (Q&A) session regarding RPA implementation and its usefulness.

More than 400 Würth Group employees attended the presentation through offline and online mediums.

The visit of our representatives from India to Germany proved to be fruitful and successful in many ways. They interacted with representatives from different Würth Group companies and discussed the potential of RPA technology in improving efficiency of their operations. They also explained how the advanced RPA solutions such as IDP can improve speed and accuracy while saving a lot of time for companies. Such presentations and discussions set the stage for further cooperation and collaboration for implementing RPA solutions.

Leverage our experience and expertise in automating different processes to save time and accelerate your business operations. Kindly get in touch with our representatives.



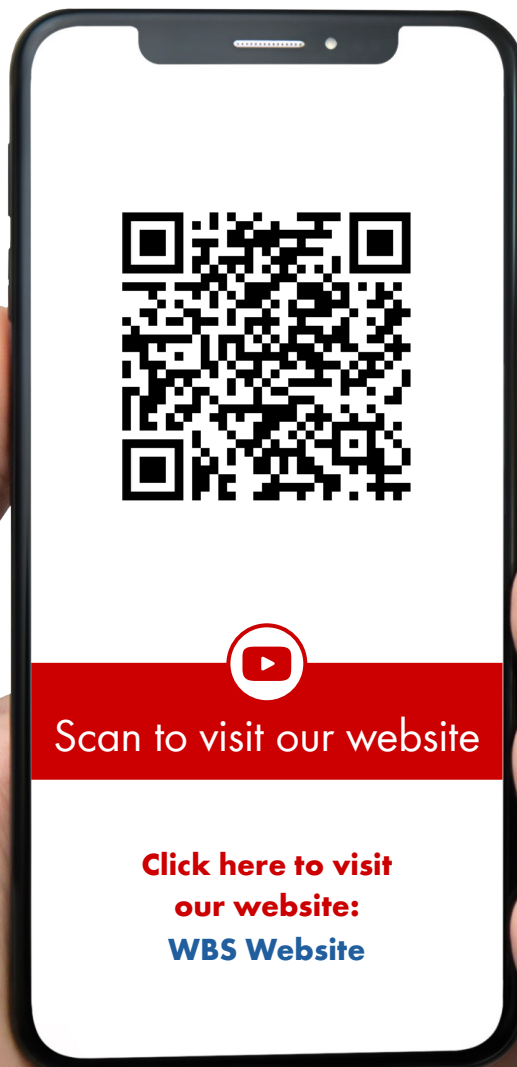
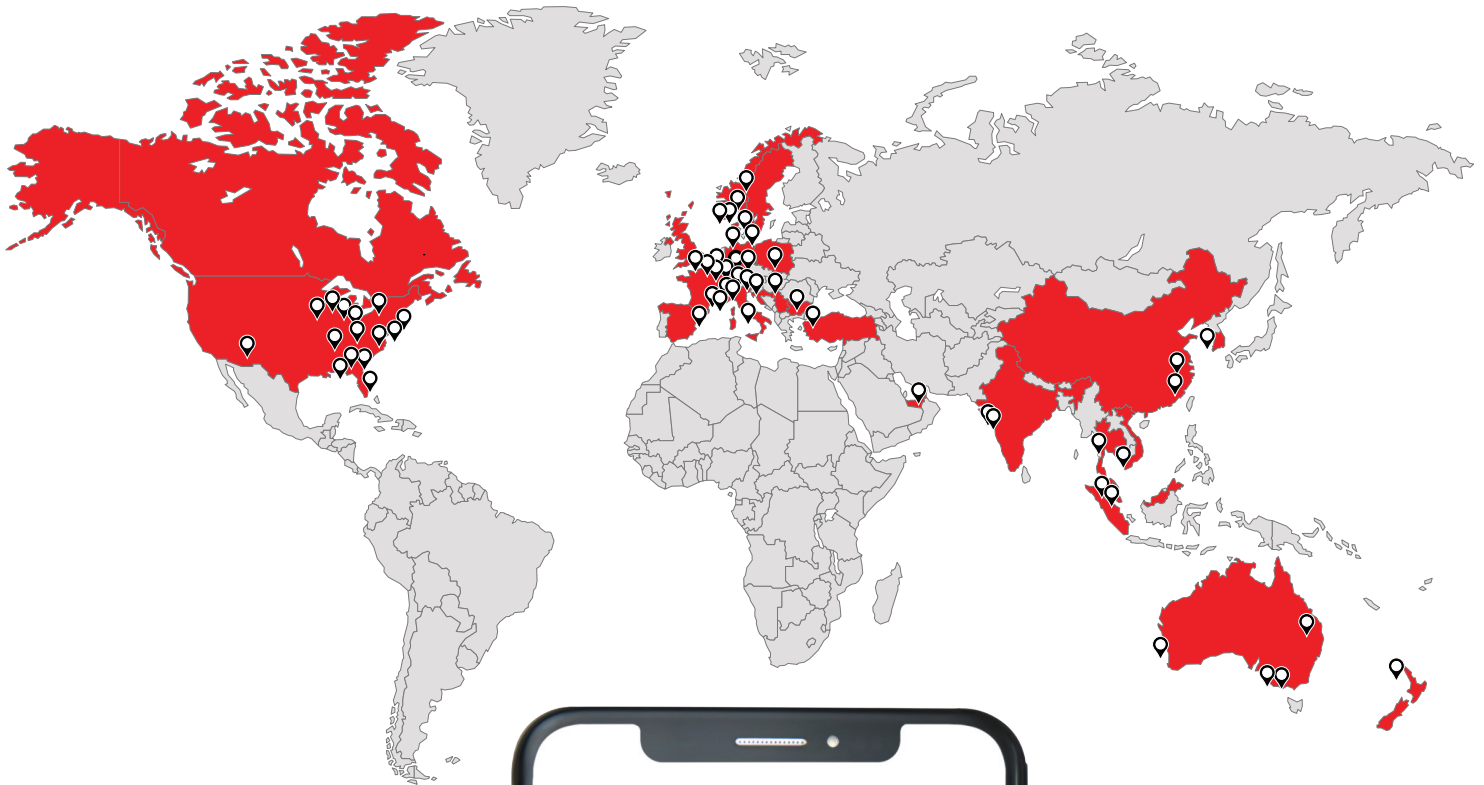
Mahesh Deshmukh

Associate Manager - Digitalization, Würth Business Services
mahesh.deshmukh@wuerth-industrie.com

RPA BA Segment

RPA-BA@wuerth-industrie.com

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