



WÜRTH BUSINESS SERVICES

JOURNAL

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FOREWORD

Dear Colleagues,

Working together makes things easier – and that’s exactly what a Group Competence Center (GCC) is all about. At Würth Business Services, we’re here to support our colleagues across the Würth Group by taking care of a wide range of tasks that help keep daily operations running smoothly. With our services, teams can stay focused on their goals while we handle the details in the background.

In this edition, we’re excited to share a few highlights that show how we support different areas:

From the Logistics Department, we’re showcasing Creation of Express Shipments and Document Review/Adjustment – helping to make sure deliveries are fast and paperwork is in order.

In Sales Operations, we support with Price List Updates and Customer Data Maintenance, keeping information accurate and easy to work with.

Our Business Support team is featured with their work in Recruitment and Data Management, helping to find the right people and manage internal processes effectively.

A special highlight this time: we’ve launched our very own YouTube channel! In short step-by-step videos, we’re giving you a closer look at how we work and what we do – making our services more visible and easier to understand.

We hope you enjoy this edition and, as always, we’re happy to connect, share ideas, and explore new ways to work better together. Let’s keep the conversation going!

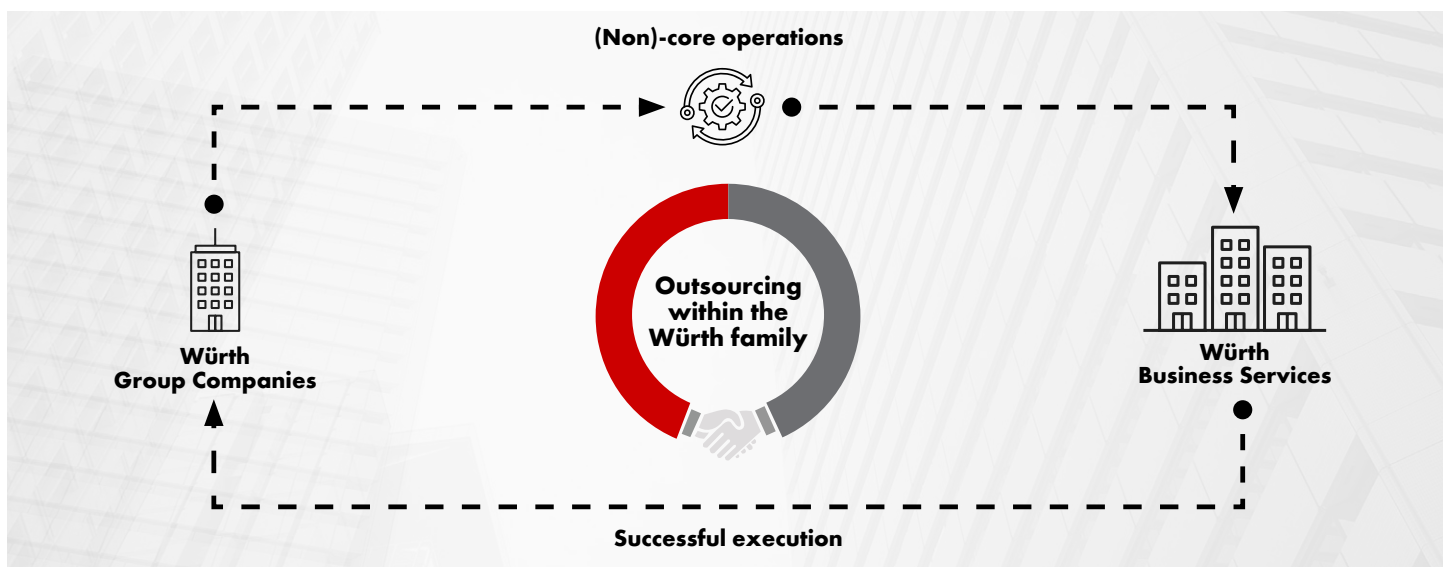
Warm Regards,
Your WBS Team

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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SALES OPERATIONS



PRICE LIST

The updated price data of articles can help devise pricing strategies to achieve maximum profitability. The Sales Operations Team at Würth Business Services assists in providing the updated price list for articles by referring to the Enterprise Resource Planning (ERP) system, Kanban Management System (KMS) and other portals. Once you send the list of articles with price information, the WBS Team refers to different

portals to compare the prices mentioned in the list with the updated prices mentioned in the portals. If there is a mismatch, the WBS Team updates the prices from the portal into the list. Also, if the price data for any article is missing, it is updated. Subsequently, the WBS Team prepares the list in a format requested by you and shares it with you.

CUSTOMER DATA UPDATE

Minimizing communication errors and maintaining transparency are essential for smooth sales operations. The Sales Operations Team at Würth Business Services facilitates the communication between sales teams and their customers. The WBS Team assists in keeping the customer data, such as partner roles and the point

of contact (POC) details, updated in the Enterprise Resource Planning (ERP) system. For each customer, the WBS Team specifies the partner roles and enters POC details in the ERP system. All the modifications are saved and a proper audit trail is maintained for modifications to ensure transparency.

BENEFITS OF PARTNERING WITH WBS

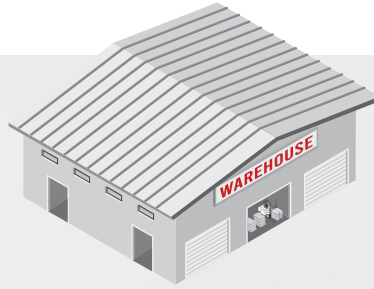
- ✓ Save time in availing the correct and updated price information
- ✓ Devise pricing strategies to maximize profitability
- ✓ Reach out to the correct POC and enhance communication
- ✓ Flexible process execution as per individual setup



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

LOGISTICS



CREATION EXPRESS SHIPMENTS

Creating express shipments, tracking them and ensuring on-time delivery leads to smooth logistics operations. The Logistics Team at Würth Business Services creates an express shipment in the Transport Management Information System (TMIS) portal, updates the status in the Kanban Management System (KMS) and assigns the appropriate carrier for

delivery. Given the express delivery of the shipment, the WBS Team tracks it using the reference number mentioned in the shipment documents received from you and updates the status in the KMS. The WBS Team also takes follow-ups with the carrier and ensures that the shipment is delivered within the expected timeline.

DOCUMENT REVIEW/ADJUSTMENT

Hiding or deleting supplier information from the initial sample report document helps maintaining confidentiality. The initial sample report document contains details about the product such as structure, dimensions, specifications, raw materials used for production, testing results and others along with the supplier information. To maintain confidentiality of the supplier information, the Logistics Team at Würth Business Services deletes it from the initial sample report documents. Based on the initial sample

notification received in the Enterprise Resource Planning (ERP) system, the WBS Team downloads documents related to the notification number and either hides or deletes the supplier information such as name, address, contact details, logos, initials and others in those documents. Then these revised documents are uploaded to the ERP system. After receiving confirmation that the revised documents have been uploaded, you can review the data in the initial sample reports.

BENEFITS OF PARTNERING WITH WBS

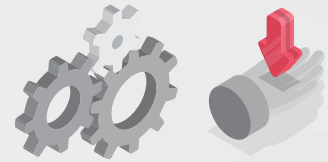
- ✓ Assistance in creating and organizing express shipments
- ✓ Save time in tracking shipments and coordinating with carriers
- ✓ Maintain confidentiality of supplier information
- ✓ Flexible process execution as per individual setup



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

BUSINESS SUPPORT



DATA MANAGEMENT

Efficient data entry and management are essential for ensuring data accessibility, enhancing decision-making, complying with the regulations and streamlining operations. The Business Support Team at Würth Business Services assists in entry and management of different types of data. The WBS Team enters the data, ranging from contractual terms and warehouse inventory data to employee leaves and

sales performance data, in the Enterprise Resource Planning (ERP) systems such as SAP and others. The WBS Team also arranges and saves the data in a format specified by you. Taking stringent measures, the WBS Team maintains the security, privacy and safety of the data. Once the WBS Team executes the data-related tasks, you are notified about the execution and updated about the progress if needed.

RECRUITMENT

Availing assistance and backend support to search the right candidate can save a lot of time in the recruitment process and help you focus on core operations. The Business Support Team at Würth Business Services assists in executing the tasks related to uploading job profiles. The WBS Team creates and posts job

vacancies based on the job opening details received from you. Once you share the details, including job title, location, requirements, expectations, contact person's name and others, the WBS Team posts these jobs on your online recruitment portals through which you can receive applications and resumes.

BENEFITS OF PARTNERING WITH WBS

- ✓ Efficient management and update of mass volumes of data
- ✓ Backend support to receive job applications from eligible candidates
- ✓ Invest time in handling more complex business tasks
- ✓ Flexible process execution as per individual setup



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Leverage our experience and expertise in different tasks and projects related to Business Support and make data-driven strategic decisions. Kindly get in touch with our representative.

LIGHTS, CAMERA, WBS! – DIVE INTO OUR YOUTUBE ADVENTURE

Würth Business Services (WBS) is pleased to announce the launch of our official YouTube channel. This platform will feature insightful videos about the journeys of our dedicated employees, the comprehensive services we offer and how we make it easy for you. With engaging content highlighting our commitment to quality and customer satisfaction, the WBS Team invites you to join us on this exciting journey as we share valuable information, our workplace culture, fun activities and many more through this YouTube channel.

To give you the first few glimpses of our channel, let us share **How We Make It Easy** series with you. This series demonstrates the breakdown of how WBS executes various processes under different departments and benefits you will get once you transfer the process to us. In the first video of this series, you can watch how the WBS Purchasing Department verifies the Order Confirmations received from suppliers in the Enterprise Resource Planning (ERP) systems such as SAP and others.

Click on the thumbnail or scan the QR code to watch the full video.



**SCAN TO WATCH
FULL VIDEO**



Stay tuned for regular updates and enriching content.

Please remember to subscribe to our channel to stay informed about our latest videos and initiatives.



CONNECT WITH US

To know more about our service portfolio and avail our comprehensive support to optimize your business operations, kindly get in touch with us:



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WBS SUPPORTFOLIO

OUR INDIVIDUALIZED SERVICE PORTFOLIO AT A GLANCE



FINANCE

With an extensive service portfolio under the Accounts Payable and Accounts Receivable departments, our competent and well-trained Finance Team helps accelerate accounting processes and enable efficient financial management for your business.



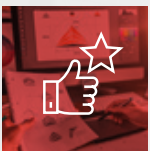
PURCHASING

Ranging from material requirement planning to pricing & sourcing, our Purchasing Team executes many (non)-core as well as major tasks to help you ensure a smooth procurement process while saving costs.



PRODUCT ARTICLE MASTER

With a comprehensive service portfolio, our Product Article Master Team aims to manage article data, maintain product hierarchies and ensure smooth data management while you focus on core operations.



QUALITY & DESIGNING

To ensure the highest quality standards and compliance with regulations, our Quality & Designing Team supports in maintaining error-free documentation, certifications and drawing specifications along with solving quality issues.



BUSINESS SUPPORT

Ranging from market research & support for human resource operations to SEO & translation services, our Business Support Team helps handle different (non)-core operations, connect with your target audience and provide leads to optimize the possibility of sales conversion.



SALES OPERATIONS

Aiming to help your sales teams reach their highest potential and accelerate operations, our Sales Operations Team handles (non)-core operations ranging from booking sales orders and creating daily reports to processing backorders and S&O customer management.



LOGISTICS

Catering to various logistical operational needs and ensuring smooth operations, our Logistics Team executes different (non)-core tasks ranging from transport damage management & documentation to determining country of origin and shipment tracking.



E-LEARNING AND GRAPHICS

Würth Business Services specializes in Digital Learning and Design, delivering innovative digital solutions such as E-Learning modules and Learning Videos to enhance engagement and knowledge retention.

WÜRTH COMIC



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✉ contact-wbs@wuerth-industrie.com

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