



WÜRTH BUSINESS SERVICES

JOURNAL

ISSUE 01 / 2025

FOREWORD

Dear Colleagues,

Happy New Year and Namaste from India!

We hope your 2025 has started on a positive note. As we embark on a new year, we are delighted to share the first issue of the WBS Journal with you.

At WBS, our goal is to provide reliable and efficient shared services to our sister companies within the Würth Group. By managing a broad range of operational tasks, we enable you to focus on your core priorities while we handle the details.

This edition highlights some key processes that demonstrate the scope of our support:

Finance: Releasing blocked orders and managing query handling for seamless operations.

Purchasing: Addressing quality complaints and expediting orders to ensure supply chain efficiency.

Quality & Design: Delivering precise 2D/3D drawings and conducting thorough technical item reviews.

These examples showcase how we strive to bring value and strengthen our partnership across various functions.

We look forward to working together and supporting your success in the year ahead. Wishing you a prosperous and productive 2025!

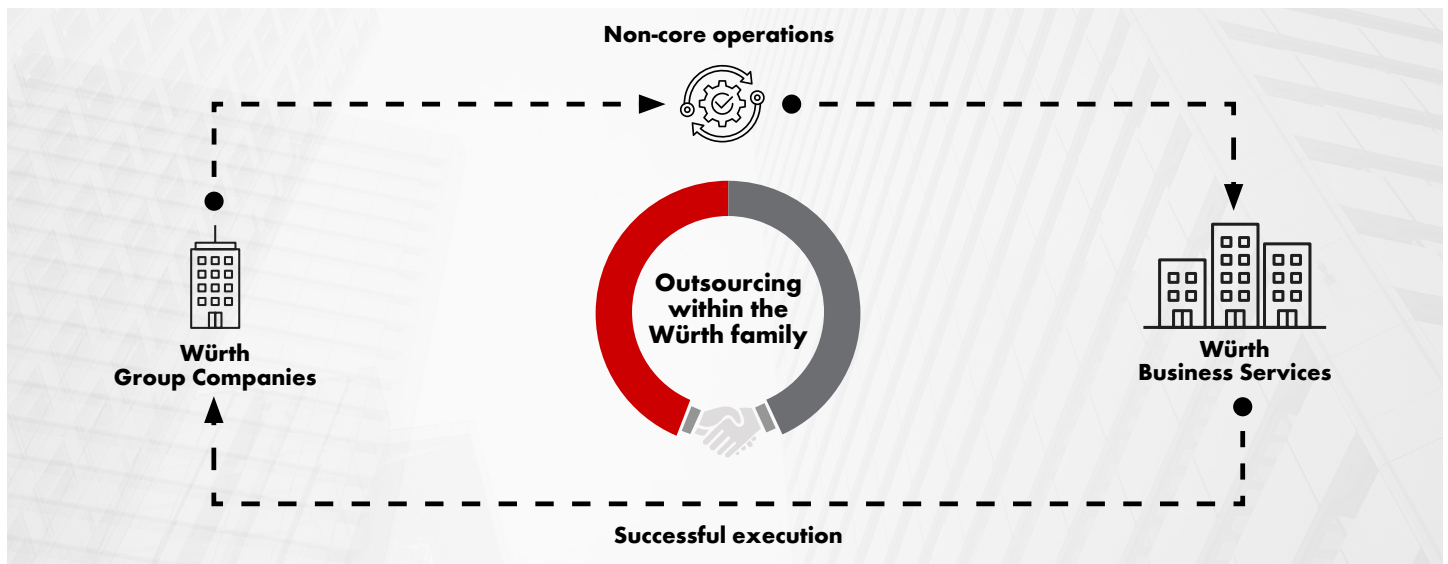
Warm Regards,
Your WBS Team

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:

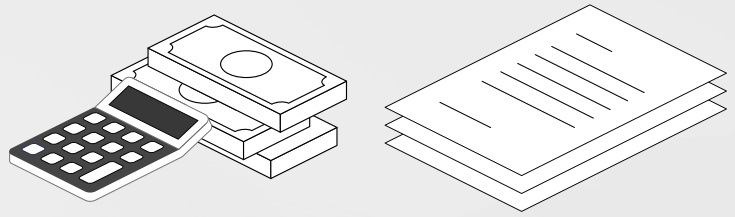
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FINANCE



BLOCKED INVOICE RELEASE

If there are any issues related to invoices, they are blocked in the Enterprise Resource Planning (ERP) system. Also, the payment to vendors is put on hold until those issues are resolved. A significant amount of time needs to be invested to determine the underlying issues, coordinate with vendors and take further steps to resolve them. While you are focused on core financial operations, the Finance Team at Würth Business Services carries out an extensive verification

of blocked invoices. After determining the root cause of the blockage, our team coordinates with concerned vendors, resolves the issues promptly and then releases those invoices in the ERP system. Once all the issues are resolved, the payment can be processed to vendors. Our assistance helps you invest time and resources in executing core financial operations along with maintaining strong vendor relationships.

QUERY HANDLING

As our team coordinates with vendors to determine the root cause and releases the blocked invoices, our support does not remain limited to the invoices only. The Finance Team at Würth Business Services also supports in resolving queries related to payment status, account statements and others by coordinating with vendors. By coordinating closely, verifying vendor accounts, determining the root cause of issues

and taking necessary further steps, our competent and trained Finance team resolves the queries and accelerates the financial operations. Our professional and efficient approach helps in promptly resolving queries for different Accounts Payable and Accounts Receivable processes. This way, you can invest your time in core financial operations while delegating the responsibilities of non-core tasks.

BENEFITS OF PARTNERING WITH WBS

- ✓ Rapid query resolution and release of invoices
- ✓ Gain timely updates on financial activities
- ✓ Focus on core financial operations
- ✓ Flexible process execution as per individual setup



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

PURCHASING



QUALITY COMPLAINTS

As mentioned in the previous articles, our team coordinates with vendors & suppliers and support you in resolving issues related to non-core financial operations. On the other hand, the Purchasing Team at Würth Business Services supports in identifying, documenting and resolving the quality issues related to articles. Following a thorough inspection of quality issues, the team coordinates with suppliers, takes necessary follow-ups and resolves them. Each step during coordination with suppliers is noted down in the Enterprise Resource Planning (ERP) system. Following

the discussion with suppliers and the nature of the issues, the team either creates a debit note or requests the replacement of articles. While you are focused on core Purchasing operations, our professional and systematic handling of quality issues helps you minimize errors related to articles and comply with the industry standards. With the documentation of each step, you can access the data whenever required. We provide customized approaches to address the specific requirements of each customer for optimal results.

EXPEDITING

An order confirmation assures that the placed order has been confirmed and will be delivered within the stipulated time. However, if there are some orders still pending to be confirmed from the supplier's end, the Purchasing Team at Würth Business Services adopts a professional approach to send reminders to confirm them. Once the pending order confirmations

are received, the team updates that information in the ERP system. Furthermore, the team sends reminders to the suppliers for on-time delivery of orders and makes inquiries about the offers. This way, you can avail timely receipt of order confirmations and ensure on-time order deliveries while saving costs with ongoing offers.

BENEFITS OF PARTNERING WITH WBS

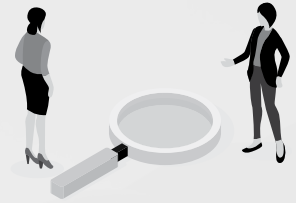
- ✓ Professional approach & systematic handling of quality issues
- ✓ Avail timely order confirmations
- ✓ Save time in coordination with suppliers
- ✓ Flexible process execution as per individual setup



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Leverage our expertise and experience in executing different Purchasing-related processes and focus on core operations. Kindly get in touch with our representative.

QUALITY & DESIGNING



2D/3D DESIGNING

The 2D drawings and 3D models play an important role in offering the best visualization of products before the production phase begins. Any bottlenecks and shortcomings can be detected in the early phases and potential losses in the later stages of production can be avoided. The Quality & Designing Team at Würth Business Services assists you in creating 2D drawings and 3D models based on various norms, reference drawings and your specific requirements. Once these

drawings and models are created, our team reviews them to determine if they meet your requirements. Following a successful review, the team provides these designs in the format requested by you. Our technical and quality experts assist you in gaining a better visualization of products and determining their usability. Our assistance also helps you invest your time in core Quality and Designing-related processes.

TECHNICAL ITEM REVIEW

To reduce quality-related complaints and ensure that the technical specifications are met as per your requirements, it is essential to conduct a thorough review of article descriptions. The Quality & Designing Team at Würth Business Services assists you in reviewing the article descriptions while you are focused on core operations. Once you send the reports, compliance requirements, drawings and descriptions, the team compares the drawing with the existing item ID and description. Moreover, our team

refers to the reports and compliance requirements to determine if the description matches with them. If there are any discrepancies, the team coordinates with you to resolve them and reviews the descriptions. If there are no discrepancies, the team sends the review report to you through an email. Equipped with technical knowledge, our team helps you meet the quality standards and compliance requirements with the correct descriptions.

BENEFITS OF PARTNERING WITH WBS

- ✓ Assistance to get a better visualization of products
- ✓ Meet the specification and compliance requirements
- ✓ Save time in resolving quality-related complaints
- ✓ Flexible process execution as per individual setup



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For availing support for different Quality & Designing-related processes, kindly get in touch with our representative.

EXTRA MILE: EXECUTION IN QUICK TURNAROUND TIME BY OUR WBS LOGISTICS TEAM



The customer-centric approach of Würth Business Services has many facets. One of the facets is going the extra mile whenever required and adding value to the customer's business. This is the approach our Logistics Team adopted when the customer came knocking on our door with the shipment tracking task. One of our esteemed customers, Würth Logistics AG, sent a request for shipment tracking and updating the information in the Transport Management Information System (TMIS) portal. The number of shipments to be tracked was enormous. Furthermore, the request involved a tight deadline. 5 days, to be precise. Our team took the challenge without flinching an eye.

The customer stated that nearly 1,400 shipments needed to be tracked on the third-party website. Furthermore, our team needed to update the details such as Estimated Time of Arrival (ETA), updated vessels and Actual Time of Arrival (ATA) in the TMIS portal. Our team decided to allocate 4 members for this task. While handling the daily responsibilities, the team members dedicated a specific amount of time every day to this task. Though the estimated time

required to track each shipment was approximately 5 minutes, our team members efficiently executed the task in a shorter time. With each member being more efficient and committed, our team was able to complete the task within the deadline given by the customer. We tracked nearly 1,400 shipments and updated the information in the TMIS portal. This execution was a testament to the quick turnaround time.

The Logistics Team tracked more than 5,100 shipments and updated information of nearly 2,660 shipments in the TMIS portal between October-December 2024.

As the team showed unwavering commitment and dedication while going the extra mile, the customer entrusted us with this process on a permanent basis. Now, our Logistics Team executes this task for the customer every month. In recognition of the team's effort, Würth Business Services awarded the Logistics Team with the "Team of the Month – December 2024" award. We remain committed to going the extra mile and serving customers with all of our abilities.

#WEMAKEITEASY



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Leverage our expertise and experience in executing different Logistics processes and focus on core operations. Kindly get in touch with our representative.

CUSTOMER FEEDBACK

Dear WBS Colleagues,

We can let you know that the implementation is taking place with complete satisfaction. There are no difficulties that need to be discussed. In our opinion, the proactive coordination initiated by your colleagues deserves special mention. For example, a monthly request is made as to when the workflows are to be created.

There is also a constant exchange about possible holidays and absences. We, therefore, continue to look forward to working together, and we are pleased to have such strong support from India.

Many thanks for the work you have done!



Fabian Amann
Team Leader Systemlogistik
Würth Industrie Service GmbH & Co. KG



NUMERIC WBS

MORE THAN
€40,000
SAVED

FOR CUSTOMERS BY
WBS PURCHASING
SUPPORT TEAM
DURING JULY-OCTOBER 2024.

HOW?

- ✓ **PLANNING & SECURING BULK ORDERS**
- ✓ **REQUESTING DISCOUNTS ON REPEAT ORDERS**

WANT TO KNOW HOW WE CAN **SAVE COSTS FOR YOU TOO?**

GET IN TOUCH: contact-wbs@wuerth-industrie.com

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.



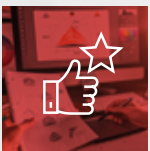
PURCHASING

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



That's because you're playing Logistics Overload. You can delegate these non-core tasks to **WBS**.



Fine, I'm in!
Better **WBS** takes over those tasks before I accidentally ship myself to another continent.



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