



WÜRTH BUSINESS SERVICES

NEWSLETTER

ISSUE 02 / 2026



FOREWORD

Dear Colleagues,

February always seems to disappear in the blink of an eye. If anything, we could have used the few extra 2 days just to keep up! As we move into March, we are pleased to once again share our WBS Newsletter with you.

This edition highlights an important moment for us: Würth Business Services has achieved the ISO 9001:2015 re-certification, a meaningful confirmation of our ongoing commitment to quality, consistency, and dependable services across the Würth Group.

You will also find updates on how our teams continue to make operations easier for you, including:

- Logistics support for national shipment creation and transport damage management, along with an extra-mile story where the team delivered 2,780 cases with full accuracy.
- Finance support through efficient invoice verification and incoming payment processing to maintain accurate financial records.
- Business Support assistance with lead searches and company analyses to strengthen strategic decision-making.
- A video spotlight featuring the launch of Season 2 of "How We Make It Easy," starting with an inside look at how we update the Country of Origin accurately.
- A reminder about our upcoming webinar, Customer Management Mastery, a focused session for Sales Operations professionals taking place this March.

Thank you for your continued collaboration. As always, WBS remains committed to supporting your operational needs so you can stay focused on your core business.

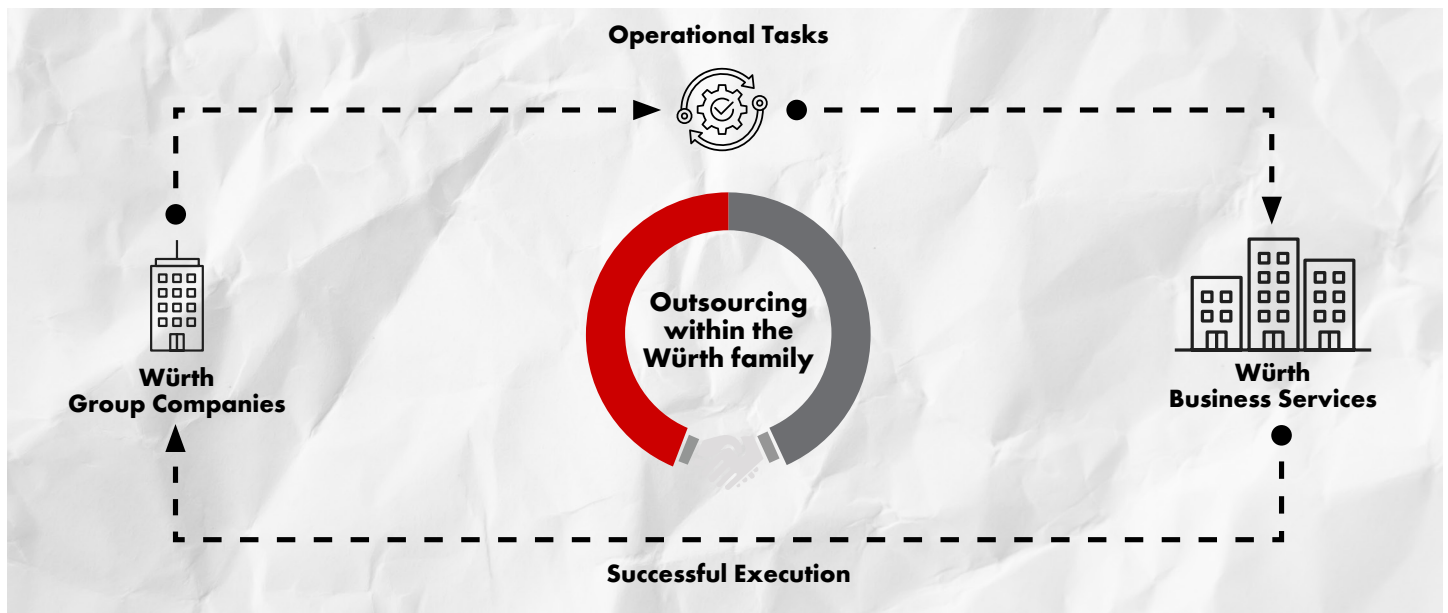
**Warm Regards,
Your WBS Team**

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 operational tasks for different departments such as Purchasing, Logistics, Sales Operations, Product Article Master, Finance, and others. Operating from India, WBS becomes an extension of your teams 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:

Akshay Mastakar (Sales Manager)

✉ akshay.mastakar@wurthindustry.in

WÜRTH BUSINESS SERVICES ACHIEVES ISO 9001:2015 CERTIFICATION

Würth Business Services (WBS), a shared services provider for companies within the Würth Group, has achieved the ISO 9001:2015 certification. Awarded by TÜV NORD CERT GmbH, this recognition reflects the company's strong commitment to implementing a robust and reliable quality management system.

From its foundation, WBS always adhered to the highest quality standards and became a reliable service provider to its partners. We continue our commitment to adhere to these standards and serve our partners with the highest service degree.

The certification confirms that the organization's processes meet international standards for quality, consistency, and service degree. Following a thorough audit and assessment conducted in line with ISO/IEC 17021-1:2015, TÜV NORD CERT acknowledged that the quality management system of WBS aligns with the stringent requirements of ISO 9001:2015.

The scope of the certification covers the provision of support services, highlighting the company's excellence in delivering consistent, dependable, and value-driven services to its partners.

"We are proud to have achieved the ISO certification. This recognition reflects the dedication of our teams who continually strive to deliver reliable and efficient support. We remain steadfast in upholding the highest standards of quality in everything we do."

- Sina Brand, Managing Director



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

Akshay Mastakar

Sales Manager

Würth Business Services

| akshay.mastakar@wurthindustry.in

LOGISTICS

CREATION OF NATIONAL SHIPMENT



CHALLENGE

Entering national shipment details and attaching documents on a single platform takes a significant amount of time. Additionally, inaccuracies in data entry can cause disruptions in logistical operations.



WBS SOLUTION

The Logistics Team at Würth Business Services helps you create domestic shipments by entering the shipment details in the Transport Management Information System (TMIS) portal. These details include pickup and delivery address, number of pallets, order number, article number, weight, and others. Along with these details, we attach the related documents to the TMIS portal. Following the data entry and document upload, we generate the shipment number and share it with you. **Our assistance saves your time in entering the national shipment data and provides accurate data under a single portal.**

TRANSPORT DAMAGE MANAGEMENT



CHALLENGE

Losses incurred during transportation require compensation, but the claims process is often tedious and time-consuming. The accurate data and documents related to losses need to be collected, and coordination with the insurance provider needs to be carried out seamlessly. This not only delays resolution but also diverts attention from core logistical operations.



WBS SOLUTION

The Logistics Team at Würth Business Services helps you recover costs for damaged goods by managing the complete claims process. We coordinate with all involved parties to collect and validate relevant data, raise unprocessed claims, and ensure all supporting documents are compiled accurately. Once verified, we submit the finalized case to Würth Group Insurance and follow up until the claim is fully settled. **Our support helps limit transporter liability, recover costs efficiently, and save your team the time and effort required to manage the claims cycle.**



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

Akshay Raikwar

Associate Manager – Logistics

Würth Business Services | akshay.raikwar@wurthindustry.in

FINANCE

INVOICE VERIFICATION



CHALLENGE

The verification of vendor invoices is a stringent process. The inaccuracy may lead to dire financial consequences. Also, it took considerable time of finance executives, which might have been used for core tasks.



WBS SOLUTION

The Finance Team at Würth Business Services verifies the invoices sent by vendors in your specific software. Once you provide access to the software, we compare different details, such as delivery date, bank details, price, item number, and others, mentioned in vendor invoices with the details mentioned in the goods receipt. Upon successful verification, these invoices are booked automatically.

Our assistance helps you in saving time in the verification process and ensuring a smooth accounting process.

INCOMING PAYMENT



CHALLENGE

Determining the payments that have been received and settling them in the Enterprise Resource Planning (ERP) system is a time-consuming task. The manual checking took a significant time and diverted the focus from core financial operations.



WBS SOLUTION

The Finance Team at Würth Business Services downloads the bank statement and compares the payment advice with the payment details in the bank statement and the open invoices in the ERP system. Once the amount and date match, we clear the respective invoices in the ERP system.

Our assistance helps maintain updated and accurate records. This ensures accurate and up-to-date financial records while saving your time in verifying bank transactions and settling invoices.



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

Hetal Gangani

Associate Manager – Finance

Würth Business Services | hetal.gangani@wurthindustry.in

BUSINESS SUPPORT

LEAD SEARCH



CHALLENGE

Finding the correct decision-makers or Right Points of Contact (RPCs) within target companies is a cumbersome and time-consuming task. Also, there are challenges in verifying contact information, resulting in bounced emails and ineffective outreach. The low conversion rates with unverified data and lack of meaningful connections with potential customers may lead to reduced growth opportunities

WBS SOLUTION



Our Business Support Team at Würth Business Services understands your requirements across industry segments, services, products, regions, and the Right Point of Contact (RPC). We identify the most relevant leads and find accurate RPC details, including designation, email, phone, and LinkedIn ID. Then we thoroughly verify each lead. **Our assistance helps you receive only validated leads, reach the right customers, communicate effectively, and improve conversion rates.**

COMPANY ANALYSIS



CHALLENGE

The difficulty in understanding competitors' strengths, weaknesses, and strategic moves or insufficient insights into a company's financial health & operational performance can hinder progress. Also, limited visibility into industry trends, market shifts, and regulatory changes may pose challenges in growth.

WBS SOLUTION



The Business Support Team at Würth Business Services conducts key analyses such as competitor, industry, and vendor analysis. We review competitor strengths, industry trends, market dynamics, regulatory factors. In addition, we perform in-depth financial assessments, including revenue, profit, and cash flow. We also evaluate customer segments, geographic reach, and product portfolios to ensure alignment with market needs. **These insights support you with stronger strategic decisions, risk management, and growth planning. Also, you can develop strategies for gaining a competitive edge.**



For availing services such as company analysis, market research, and other business support tasks, kindly get in touch with our representative.

Anushree Pradhan

Associate Manager – Business Support

Würth Business Services | anushree.pradhan@wurthindustry.in

EXTRA MILE: LOGISTICS TEAM MAINTAINED ACCURACY IN EXECUTION AND EARNED TRUST



Würth Business Services (WBS) has been serving customers with a focus on value addition and achieving the highest service degree. Well, we do not stop here. We understand that the most important achievement in any business is trust. Our commitment, dedication, and accuracy in execution helped us earn the trust of our partner.

One of our partners from the U.S. transferred the task of "Booking Form - SC Creation." The task involved receiving the Booking Form from the supplier through a portal. Our team verified the details with the Audit tool diligently, generated an SC number in the portal, and sent it to the supplier. Also, we executed the task within the deadline.

The WBS Logistics team successfully closed 2,780 tickets and generated SC numbers for each case, maintaining 100% accuracy in execution.

Following the efficient execution, high quality of service, and adherence to deadlines, the partner entrusted the team with an additional task, "Conversion of Commercial Invoice to Excel." Our successful handling of this reinforced their confidence in our ability to manage detailed and time-sensitive tasks while maintaining the highest quality standards. As a result, the partner handed over more tasks, "Updating Elements - Sea Freight Booking Notice" and "Updating Elements - ISF." The transfer of each new task reflected the partner's growing confidence in our consistency, service degree, and reliable support.

WBS remains committed to adhering the highest quality standards, successful task execution, and preserving trust. This commitment continues to strengthen our partnerships and reinforces our reputation as a reliable and trusted support team.



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

Akshay Raikwar

Associate Manager - Logistics

Würth Business Services | akshay.raikwar@wurthindustry.in

LIGHTS, CAMERA, WBS! – HOW WE MAKE IT EASY SEASON 2 IS HERE

Thank you so much for an amazing response to our official YouTube channel as always!

We continue to share insightful and engaging videos. And on your demand, we are bringing the second season of one of the insightful series. The series that explained how we execute various processes from different departments and assist your teams, How We Make It Easy.

The Season 2 features more processes from different departments, explained in a more engaging and entertaining way (Don't miss the chemistry between the host and director of the series).

The first video of the second season features the process from the Logistics Department. We explain how we update the Country of Origin (COO) accurately. Our assistance in this process helps your logistics team in calculating the import duties correctly for custom clearance process.

Please go through the insightful videos below.

Click on the thumbnail or scan the QR code below 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.



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

Akshay Mastakar

Sales Manager

Würth Business Services | akshay.mastakar@wurthindustry.in

NUMERIC WBS

NEARLY 88,000
ARTICLES REGISTERED IN THE
TRANSPORT MANAGEMENT
INFORMATION SYSTEM (TMIS) BY
WBS LOGISTICS TEAM
IN A YEAR.

DEMONSTRATING



**UNWAVERING
COMMITMENT
TOWARD CUSTOMERS**



**MAINTENANCE
OF ACCURACY
IN EXECUTION**

**WANT TO SAVE TIME WITH ASSISTANCE
TO YOUR LOGISTICS TEAMS?**

**GET IN
TOUCH**



Akshay Mastakar

Sales Manager

✉ akshay.mastakar@wurthindustry.in

RECOMMEND WBS

SAM PELOSO

**Manager of Trade and Logistics Compliance
Würth Industry USA**



“Over the past two years of working with WBS, our experience has been consistently positive. The team’s open communication style, structured approach, and strong resource support have made collaboration seamless. By partnering with WBS, we’ve been able to expand our operational capacity and support more business partners, as the WBS team has taken on essential data-focused processes that allow us to scale efficiently. What I appreciate most is the flexibility and willingness to adapt our workflows together, ensuring we’re always aligned and moving toward shared goals.”

Like Sam, if we have helped you expand operational capacity for you, help us do the same for someone you know.

We invite you to consider who else could benefit from our support.

Think about your colleagues in other departments, friends, or fellow professionals from Würth Group companies. Imagine their sighs of relief when you recommend us, and we assist them scale efficiently.

So share the word forward. Recommend WBS!

Or you can also share the contact details of colleagues requiring our support with us. We will swoop in to understand their requirements and provide necessary support.



Kindly share the details of your colleagues who need our support with our representative.

Akshay Mastakar

Sales Manager

Würth Business Services | akshay.mastakar@wurthindustry.in

IDEAS, INNOVATION, AND INSIGHTS: WEBINAR FOR SALES OPERATIONS PROFESSIONALS

Würth Business Services (WBS) is excited to announce the launch of our second webinar. This session is aimed at sales operations professionals, who can avail valuable insights on how to become efficient at customer management.

Featuring 3 seasoned professionals from the WBS Sales Operations team, the discussion will include in-depth discussions on optimizing processes, improving operational efficiency, and especially building systems that deliver performance. By attending this webinar, you will learn:

- ✓ **Best ways to manage S&O customers to increase revenue**
- ✓ **Impact of efficient order management on customer experience**
- ✓ **Strategizing for growth with weekly/monthly reporting**
- ✓ **How WBS makes it easy for your sales teams**

WEBINAR

CUSTOMER MANAGEMENT MASTERY: BUILDING SYSTEMS TO DELIVER PERFORMANCE

SPEAKERS



Gauri Dole
Team Lead -
Sales Operations



Kanchan Sharma
Associate Team Lead -
Sales Operations



Swaraj Deokar
Specialist - Sales
Operations



Tuesday, March 17, 2026



6:30 PM IST

REGISTER NOW

Fill up the form by clicking the link below or scanning QR code:

[Customer Management Mastery Webinar Form](#) 



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

Akshay Mastakar

Sales Manager

Würth Business Services

| akshay.mastakar@wurthindustry.in

WBS SUPPORTFOLIO

OUR INDIVIDUALIZED SERVICE PORTFOLIO AT A GLANCE



PURCHASING

Ranging from material requirement planning to pricing & sourcing, our Purchasing Team executes many operational tasks to help you ensure a smooth procurement process while saving costs.



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.



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.



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.



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.



MARKETING

Ranging from social media & email marketing to campaign management, we provide marketing services based on your requirements. We focus on engaging your audience, building a strong online presence, and expanding your brand outreach.



SUPPORT NINJA TALES



Scan to visit
our website



Click to visit our website



For any queries, reach us at:

 contact-wbs@wurthindustry.in

Follow us on social media:

