



# **WÜRTH BUSINESS SERVICES**

**NEWSLETTER**

**ISSUE 04 / 2026**



## FOREWORD

Dear Colleagues,

As April unfolds, priorities continue to build momentum across teams and operations. At Würth Business Services, our role remains clear: to provide structured, dependable support that helps you manage complexity while staying focused on your core objectives.

In this edition, we highlight how our teams support key operational areas across Sales Operations, Logistics, and Finance. From managing backorders and providing meaningful sales insights, to maintaining accurate logistical data and ensuring timely payment processing, our focus is on consistency, accuracy, and ease of execution.

We also share an extra-mile story that reflects the value of strong collaboration and proactive planning, where our Sales Operations team completed a critical project ahead of schedule, enabling smoother workflows for our partner. Additionally, this issue includes an update on the upcoming S/4HANA system downtime to help ensure preparedness and continuity.

Thank you for the trust you place in us. We look forward to continuing our collaboration and supporting your teams with reliable, high-quality service in the months ahead.

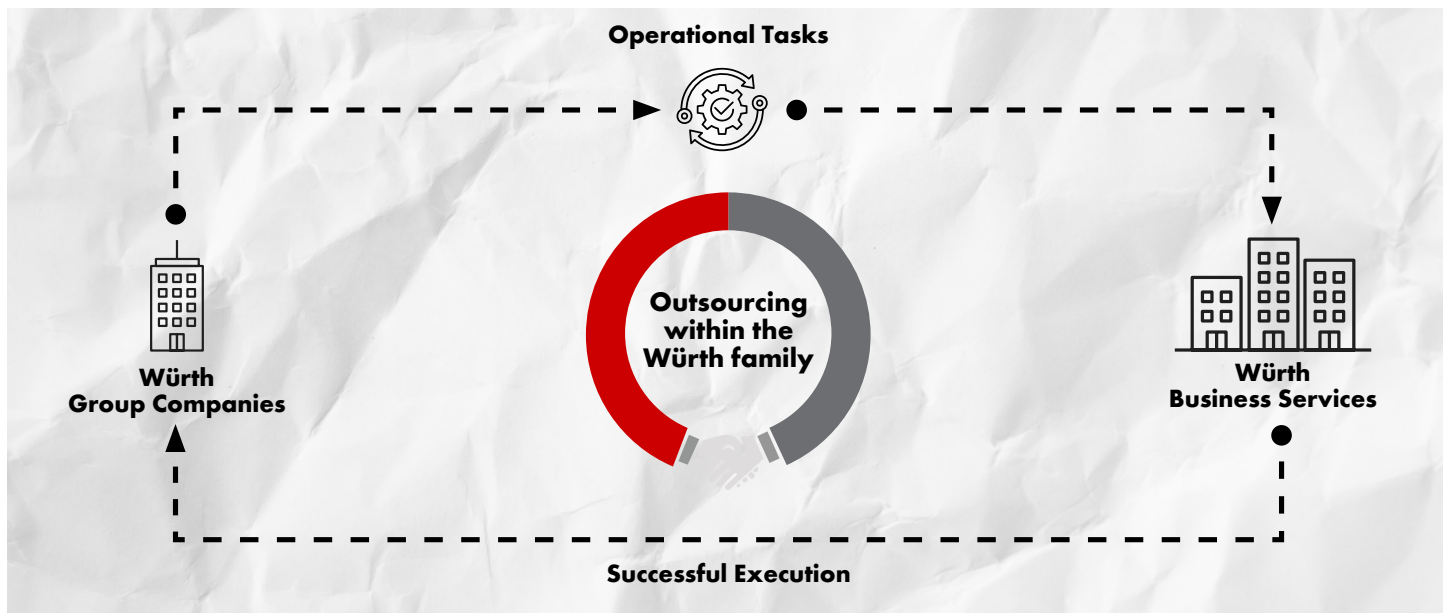
Warm regards,  
Your WBS Team

# ABOUT WÜRTH BUSINESS SERVICES

## WBS IS THE DOOR TO OPEN

Würth Business Services (WBS) is a shared service provider for companies within the Würth Group. Operating from India with over 350 dedicated professionals and a commitment to excellence, WBS is your trusted partner for seamless and efficient support for different departments. We become 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)

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# SALES OPERATIONS

## BACKORDER



### CHALLENGE

The lack of knowledge about backorders can hinder the proper planning of articles. Also, entering the correct number of backorders, tracking the availability, and following up with suppliers to make those articles available are time-consuming tasks.



### WBS SOLUTION

When you place an order, and the requested articles are not in stock, the corresponding number of articles will be added to the backorder. The Sales Operations Team at Würth Business Services enters the number of backorders in the Enterprise Resource Planning (ERP) system. The team then tracks stock availability, determines the possible delivery date, and follows up with the supplier. In the last step, we send the updated status to you. With our assistance, **you can access the updated information about backorders. You can also save your time on these tasks and determine customer demands based on the updated backorder status.**

## WEEKLY / MONTHLY REPORTING



### CHALLENGE

Spending time on creating reports of sales performance can put constraints on time needed for closing deals and serving customers. Sales professionals also need data and insights to make decisions; however, they need to invest a significant number of hours in extracting those data and insights.



### WBS SOLUTION

The Sales Operations Team at Würth Business Services collects, analyzes, and consolidates sales performance data. We extract the data from the Enterprise Resource Planning (ERP) system, Business Warehouse (BW), or any of your customized platforms. Then our team validates and consolidates the data into a standard reporting template. We also analyze trends and highlight the key metrics. We share the report with you through email based on the frequency set by you (weekly or monthly). **Our assistance enables you to make data-driven decisions. Furthermore, you can save time in creating reports and extracting valuable insights.**



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.

### Priyanka Shende

Senior Manager - Operations

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# LOGISTICS

## ARTICLE DATA REGISTRATION



### CHALLENGE

Entering article details accurately in the Transport Management Information System (TMIS) portal is a time-consuming task. This time can be utilized for core logistical operations. For ease of access, storing the article data under a single platform is required.



### WBS SOLUTION

The Logistics Team at Würth Business Services registers the article data from different suppliers in the TMIS portal. Based on the article documents, such as delivery note, packing list, and others, received from you, we search for articles in the TMIS portal and fill up all the necessary details. Upon entering the details such as quantity, country of origin, invoice number, and others accurately, we save them. With our assistance, **you can save time in entering the article details. Furthermore, you can access the details under a single platform whenever required.**

## ADJUSTING FAR-EAST ORDERS IN SAP



### CHALLENGE

Updating the article quantities in SAP and creating loading lists in the TMIS portal can take a significant amount of time. Also, it is essential to maintain accuracy while entering data and creating lists. This can divert the focus from core logistical operations.



### WBS SOLUTION

The Logistics Team at Würth Business Services updates the required quantity of articles in the SAP system. We receive the invoice that mentions the shipped quantity from you. Accordingly, we adjust the quantities in SAP. Furthermore, we enter price, weight, and others, create loading lists, and upload them to the TMIS portal for customs clearance at your end. Though we have been working on SAP, **we can adjust the orders in your Enterprise Resource Planning (ERP) system. Our assistance saves your time in updating the quantities and orders in SAP and streamline the custom clearance process.**



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

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# FINANCE

## DUNNING



### CHALLENGE

Sending payment reminders to your customers who have not made the payments for due or overdue invoices is essential to collect payments and manage cash flow. Also, this is a time-consuming task, and adopting a professional approach is important to maintain a strong relationship.



### WBS SOLUTION

The Finance Team at Würth Business Services schedules the Dunning run to send payment reminders to your customers who have not made the payments for due or overdue invoices. We refer to the Enterprise Resource Planning (ERP) system to determine the due and overdue invoices. Then we use a professional approach in sending the payment reminder emails to your customers based on the frequency set by you. **Our assistance saves a considerable amount of time to send reminders and improves the possibility of timely payment collection. This time can be utilized on core financial operations.**

## PAYMENT RUN



### CHALLENGE

Making timely payments is essential to strengthen vendor relationships. To ensure timely payments for due invoices, it is important to schedule payment runs. This is a time-consuming task and diverts your focus from core financial operations. Also, ensuring reliability throughout the process is a big challenge.



### WBS SOLUTION

The Finance Team at Würth Business Services schedules the payment runs by verifying details such as due date, invoice number, amount, currency, bank information, and others for due invoices. Upon successful verification, we process a payment run to vendors through your Enterprise Resource Planning (ERP) system. **We extensively check due invoices and make bulk payments to vendors and suppliers on your behalf. This way, you can save time in scheduling payment runs and focus on core financial operations.**



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

**Hetal Gangani**

Associate Manager – Finance

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# EXTRA MILE: EARLY COMPLETION OF BLOCK SETUP AND AUTHORIZATION PROJECT



Great customer experiences do not happen by chance; they are built through dedication, collaboration, and a willingness to go the extra mile. Every day, our Sales Operations team steps up to challenges with value-addition mindset and consistently raises the bar to serve our partners in a better manner. Recently, one of the partners from Europe requested urgent support for clearing backlogs within a tight deadline.

The critical project, named Block Setup and Authorization, involved managing and deleting articles from a virtual inventory space assigned to each sales representative for listing products in SAP. Our team distributed the task among the team members, set weekly deadlines, and began executing the cases as per the plan. The entire focus of the assigned members shifted to completing the project within a deadline. As a result of proper planning and dedication of team members, we completed the project a week before the given deadline.

**Within the deadline, the WBS Sales Operations team completed more than 1,900 cases in nearly 130 hours.**

Owing to the clearing of backlogs, our partner was able to ensure smooth workflow with improved accuracy and speed of processing. As a result, the partner handed over regular tasks of managing articles in the virtual inventory space. With the continuous flow of tasks, our team was able to complete more than 2,000 cases over two months. This project execution presented a true testament of commitment and a customer-first approach.



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.

**Priyanka Shende**

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# S/4HANA TRANSITION UPDATE: PLANNED SAP WS1 DOWNTIME

As part of the Würth Group's ongoing **S/4HANA transition**, a planned downtime of the SAP system **WS1** is scheduled as an important step toward strengthening our digital landscape and enabling future-ready operations.

## PLANNED SYSTEM UNAVAILABILITY

**Dates:** Thursday, **14 May 2026** and Friday, **15 May 2026**

**Impact:** SAP WS1 will be unavailable

**WBS Operations:** Würth Business Services will observe a planned operational shutdown during this period

**Note:** SAP-based transaction processing and related services will not be accessible

Based on current assessments, **no major business disruptions are expected**. Normal operations will resume on **Monday, 18 May 2026**.

## COMPENSATION WORKING DAY

To ensure a smooth continuation of services and timely handling of any accumulated tasks, a **compensation working day** has been scheduled for:

**Saturday, 23 May 2026**

On this day, WBS teams will be fully available to process pending requests and support business requirements efficiently.

### Need Support?

If you have any **business-critical needs or specific concerns** related to this period, please reach out to your respective WBS contact. Requests will be reviewed and addressed on a case-by-case basis to ensure minimal impact.



For any clarifications or coordination needs, please reach out to us:

**Akshay Mastakar**

Sales Manager

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# LIGHTS, CAMERA, WBS! – A MINUTE (OR SO) WITH THE TEAM WITH SALES OPERATIONS TEAM

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

We continue to share insightful and engaging videos. Continuing our series, A Minute (or so) with the Team, we showcase how our Sales Operations team functions. Our team members, who execute everyday operations, explain the overall functionality and how they add value through various services.

**Please click on the thumbnail or scan the QR code to watch the videos.**



**SCAN TO WATCH FULL VIDEO**



**SCAN TO WATCH 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.**



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.

**Priyanka Shende**

Senior Manager – Operations

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# NUMERIC WBS

# 20,513

**KANBAN BACKLOG OVERVIEW PROCESSING  
CASES EXECUTED BY  
WBS SALES OPERATIONS TEAM  
IN A YEAR.**

## DEMONSTRATING



**POSITIVE DEVELOPMENTS  
IN AVERAGE  
HANDLING TIME**



**CUSTOMER-FIRST  
AND VALUE-ADDITION  
APPROACH**

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

**GET IN  
TOUCH**



**Akshay Mastakar**

Sales Manager

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# RECOMMEND WBS

## MICHAEL THURNER

**National Sales Manager**

**Thomas Warburton (Würth Australia)**

“The support we are receiving from our team in WBS, namely Shubhangi, Manas and Kanchan, is without any doubt integral part of our daily work, as they are involved in a lot of tasks which are closely or directly related to our customers. They work hand in hand with our Inside Sales team for orders, enquiries, forecasts, customer portals and many other tasks. This allows us to keep our headcount under control by not affecting the service level to our customers, which would not be possible without the strong support of our team! Keep up the great work! ”

**Like Michael, if we have helped you maintain a smooth operation, help us do the same for someone you know.**

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 in scaling 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

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# 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 operational 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 operational tasks 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 AND DESIGNING

To ensure the highest quality standards and compliance with regulations, our Quality and 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 operational tasks, 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.



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For any queries, reach us at:

 [contact-wbs@wurthindustry.in](mailto:contact-wbs@wurthindustry.in)

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