

SERVICE CATALOGUE





ABOUT US

Our vision is to centralize activities of our business partners, which are not part of their core competencies, thus helping them to sustainably reduce their operating costs and increase their productivity. This will allow organizations to thrive in a globalized and highly competitive environment, while offering customer-focused services and maximizing overall operational efficiency. We are a reliable service provider with a vast variety of supporting services for you 24/7.

YOUR BENEFITS AT A GLANCE:



Quality improvement

Continuous quality checks and structured work processes ensure that your tasks are handled to your complete satisfaction.



Access to talent

We have suitable candidates for you from the almost inexhaustible Indian talent pool, who are already experts in this field.



Better transparency

We document our work step by step and can provide our business partners with detailed performance indicators.



Time reduction

Repetitive and labour-intensive activities tie up valuable capacity. By transferring these tasks to Würth Business Services, your staff can concentrate on their core competencies and focus on activities that contribute more to value creation.



Infrastructure and data security

You do not need to spend money on infrastructure development - we adapt to your requirements! For our operations, we have chosen the services of Würth IT and thus meet all international data protection requirements.



Cost effectiveness

An important advantage of transferring tasks to Würth Business Services is that the work is done at much different cost and in a more efficient way, as the intersection of well-trained workers and low wage levels is optimal in India.

OUR CORE SERVICES



Sales Operations

Our team assist you with transcoding, standardization of articles, sales order booking, lead generation and 2D/3D designing. Additionally, we support with a variation of customer dashboards, sales reports, backorder processing e.g. Kanban and search engine optimization (SEO).

Product Article Master

We provide support in maintaining product master data, elimination of duplicate articles and article text translation in multiple languages.



Purchasing

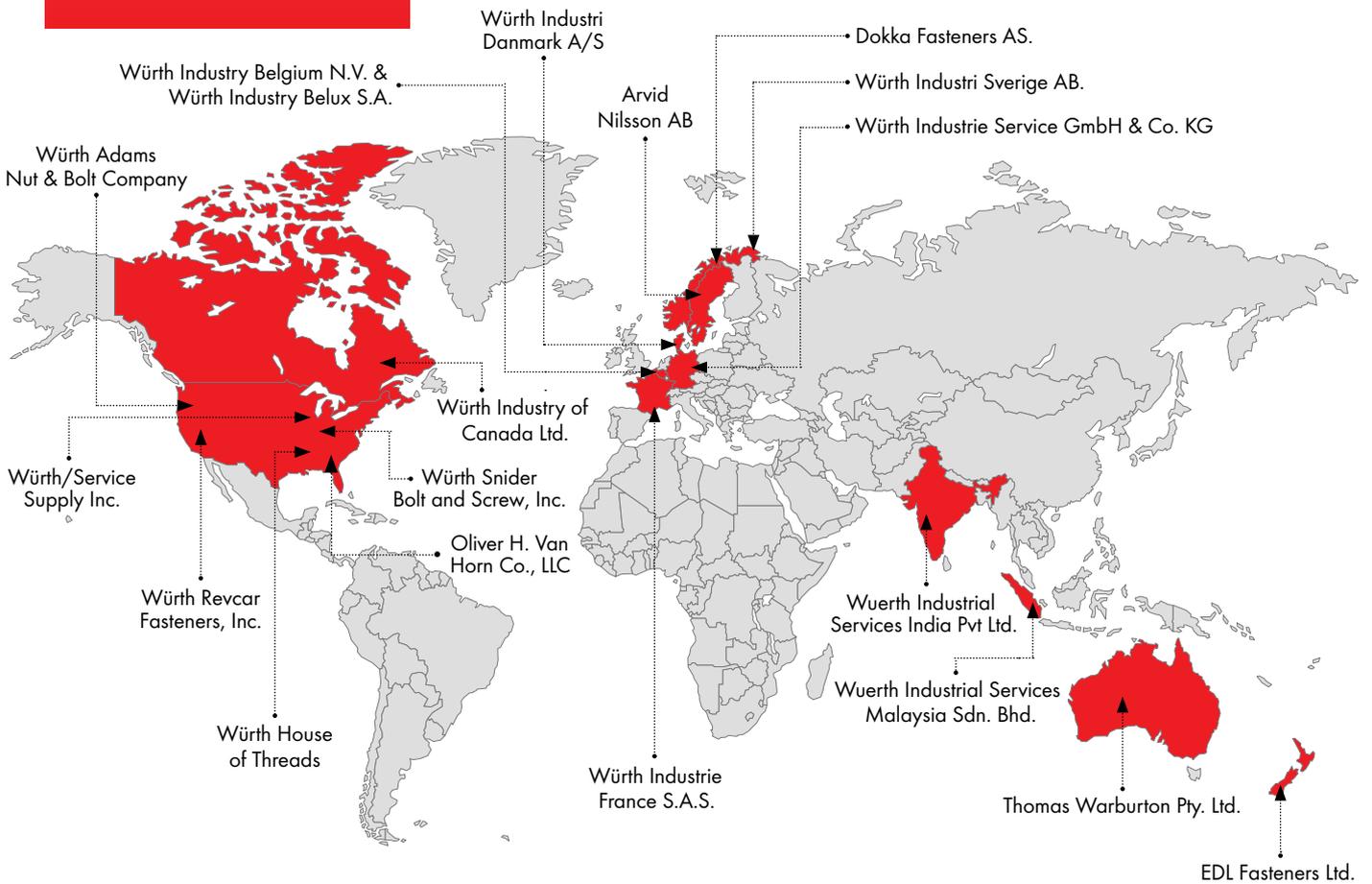
Our team of experts assist with accurate planning support for your individual material needs.

Logistics

We focus on simplifying coordination processes. In addition, we also assist you with warehouse reports, freight cost control and transport damage management.



A GLIMPSE ON OUR BUSINESS PARTNERS



SALES OPERATIONS

Transcoding of articles

Identifying correct Würth article numbers based on characteristics of products, with support via SAP references and online catalogues.

Sales order booking and backorder processing (e.g. Kanban)

Entering sales order details in SAP to generate sales contract numbers and data entry of KANBAN bins which are in backlog.

Market research and lead generation

According to your desired business field (location, size, business activity) we'll find potential new customers for you.

2D and 3D designing

Creation of 2D drawings and 3D models.

Standardization

We analyze the article portfolio of customers and search for replacement parts from the standard article range as an equivalent for the special part.



PRODUCT ARTICLE MASTER

Article creation

Preparation and data gathering for the creation of articles.

Document management

Maintain and manage documents (e.g. SAP, Microsoft Dynamics, P21)

Article data administration

Adaptation and correction of the article descriptions and article texts according to the norms (DIN/ISO). Translation of article short texts in SAP into other languages.

Master data cleansing

Finding and erasing duplicates in your ERP system to ensure standardization and to avoid redundant data.



PURCHASING

MRP tool

Planning and ordering parts according to customer demands and assurance of on-time delivery of goods.

Expediting

Dunning of order confirmations, overdue orders and pending supplier quotations.

Solving invoice conflicts

Cases in which the incoming invoice from the supplier and the purchase order in the system do not match will be settled with the supplier and forwarded to your finance department for payments.



LOGISTICS

Procurement support

Data entry support for European road shipments and solving related queries. Data perpetration support for customs clearance for Far East shipments.

Claim management

Insurance documentation support in case of damage or loss of a shipment. Either as support for the respective department, or as full-service directly with the insurance company.

Shipment support

Shipments are tracked, traced and updated in the system. Document creation and system uploads are also part of our service to the forwarder.

Freight cost management

Checking freight invoices and submitting overcharged positions to the forwarding agents to request a refund.

Maintenance of product origin data

Analyzing of supplier documents to obtain country of origin.

Reporting

Generating daily, weekly and monthly reports with key metrics.





SERVICES

FINANCE

Accounts receivable

Support for various tasks such as processing orders and sending confirmations to customers, sending statements of accounts to customers, uploading invoices into customer portals, resolving customer inquiries, processing and posting customer payments, and execution of bank reconciliations.

Accounts payable

Tasks related to tracking of all payments and expenses, including payroll, orders, invoices and bank statements.

HUMAN RESOURCES

HR services

HR support is provided by performing multiple individual tasks such as generating different categories of employee certificates, maintaining employees attendance records for trainings along with inspecting and archiving feedback forms.

WÜRTH BUSINESS SERVICES

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