



SPARE PARTS AS A SERVICE (SPAAS): THE JOURNEY TOWARDS A DIGITAL ECO-SYSTEM

Florian Kriz | Service Leaders Summit 2019

Agenda

- > **Who is Vanderlande?**
- > **Why/ What is SPAAS?**
- > **Insights Digitalisation Journey**

Vanderlande's Spare Parts Business explained



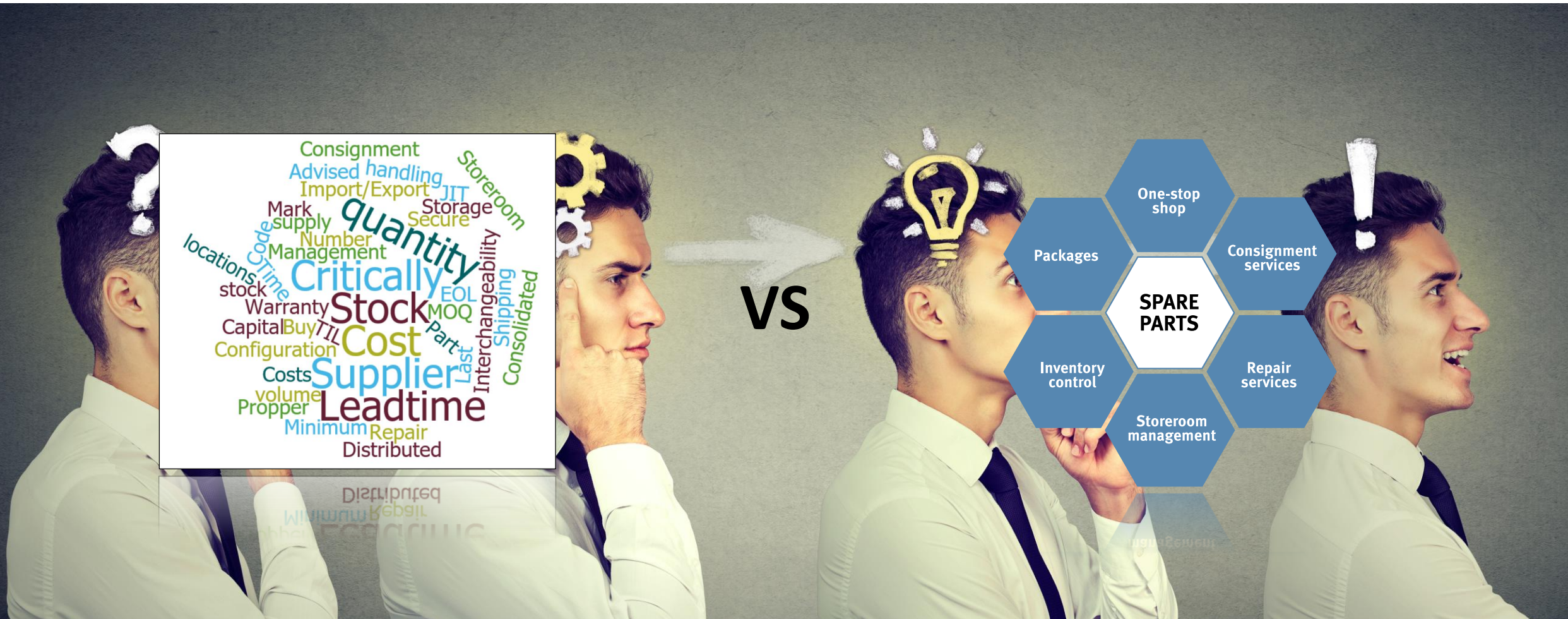
Initial Spare Part Package

Replenishment

Contracted



Typical spare part challenges vs Vanderlande's Spare Parts portfolio



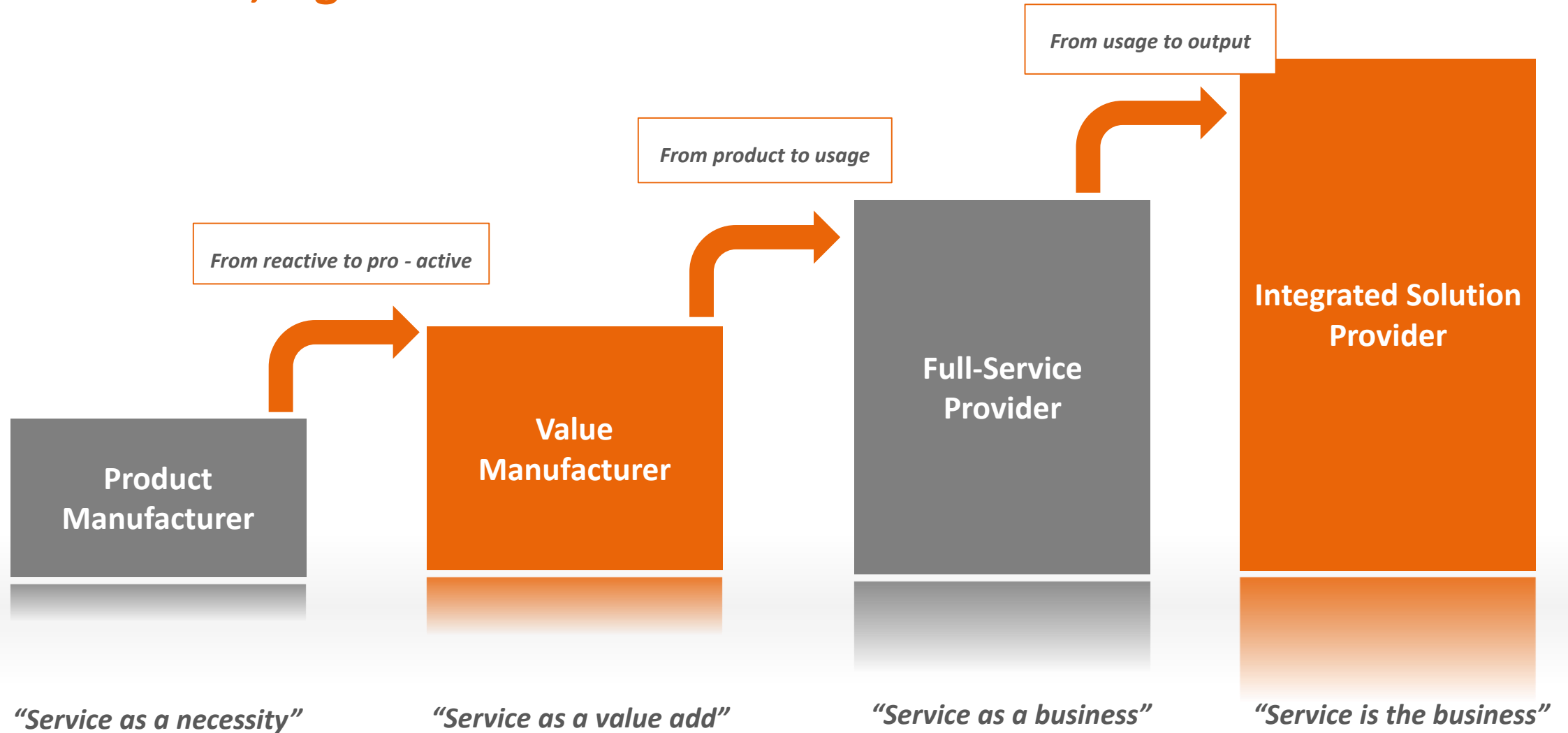
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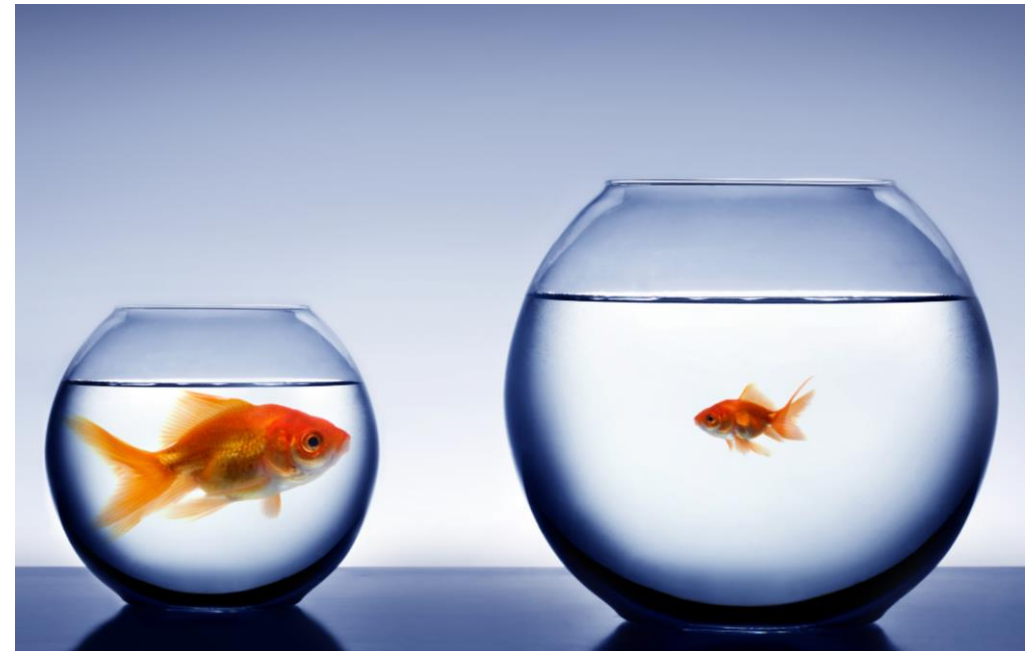
Servitization, a given fact for Global OEMs



How to translate the Spare Parts offering into a servitization maturity journey ?

Critical questions to ask ourselves:

- > How to apply SAAS principles to Spare Parts?
- > Benchmarks (Industry, Others)?
- > How to organise?
- > What are the necessary pillars for success?
- > What's 'in' it for the clients and what's 'in' it for us?
- > How should it look like?





SPAAS – Project Background

Customer benefits vs Vanderlande benefits

Customer

All relevant parts on site

Completely unburdened
(Technical and Administrative)

Digitalised, measurable processes

Risk- / Performance-based pricing

Predictable OPEX / TCO



Vanderlande

Capture full customer-specific spare parts potential (+XX% revenue/CM)

Increased customer intimacy

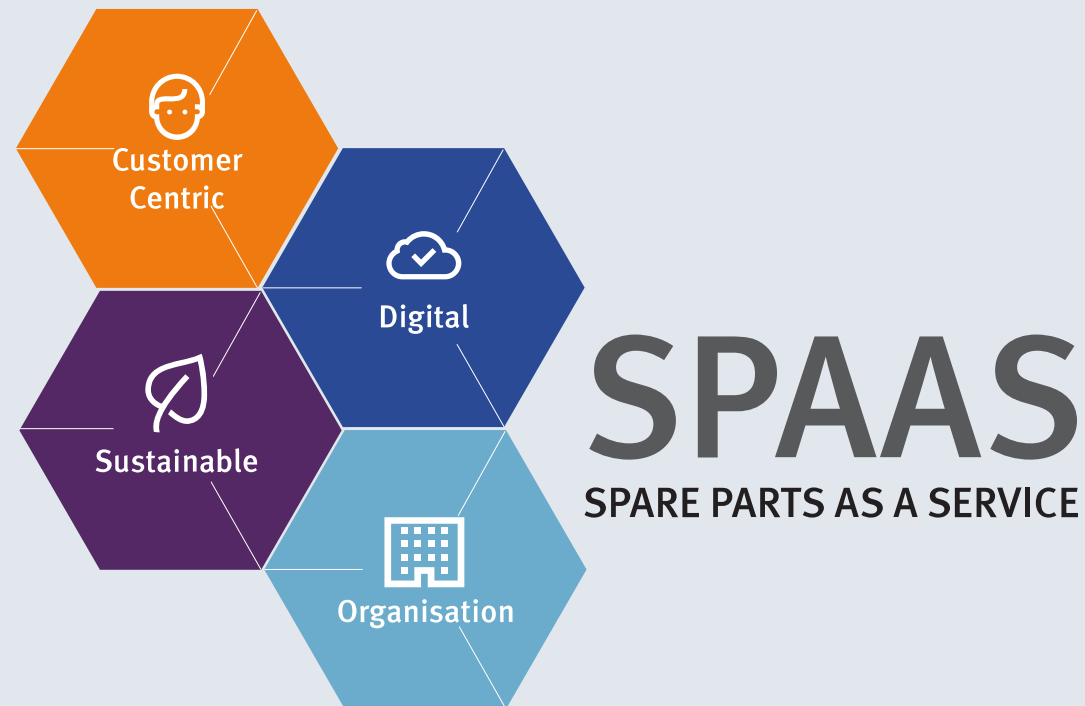
Predictable SP revenue and production

Lower transaction costs

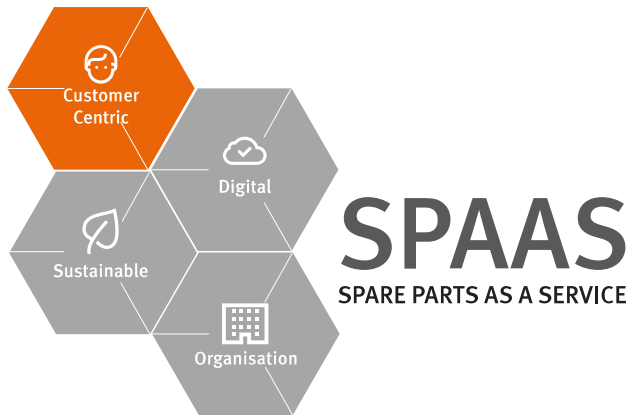
Predictable OPEX / TCO

Increased Sales for non SPAAS customers

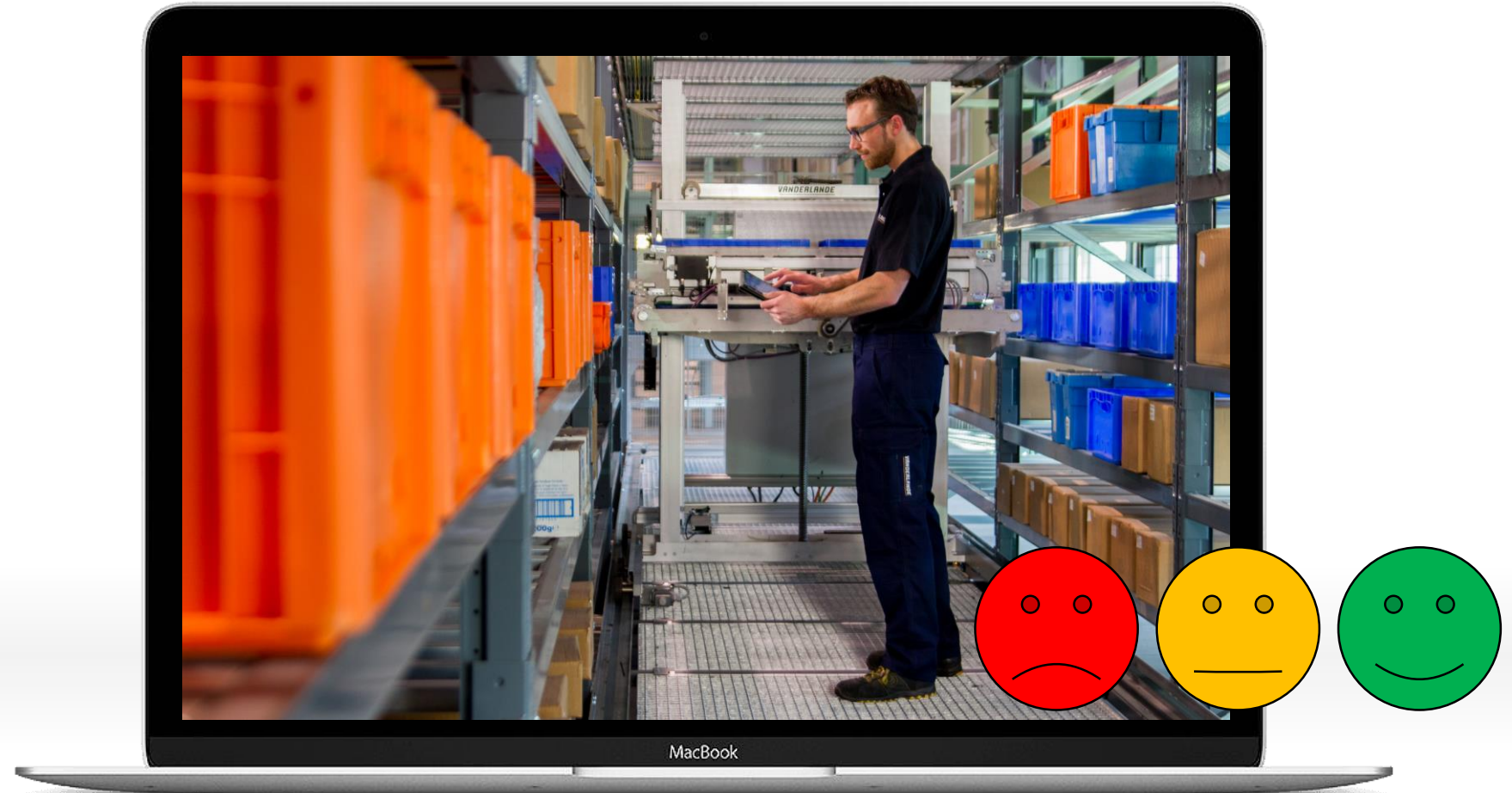
Based on SAAS principles Vanderlande developed an innovative spare parts vision



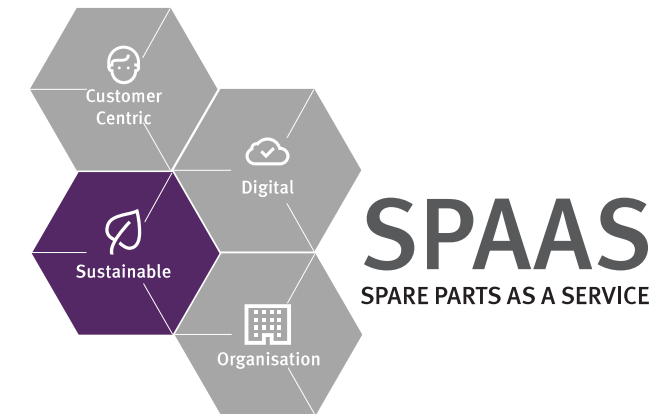
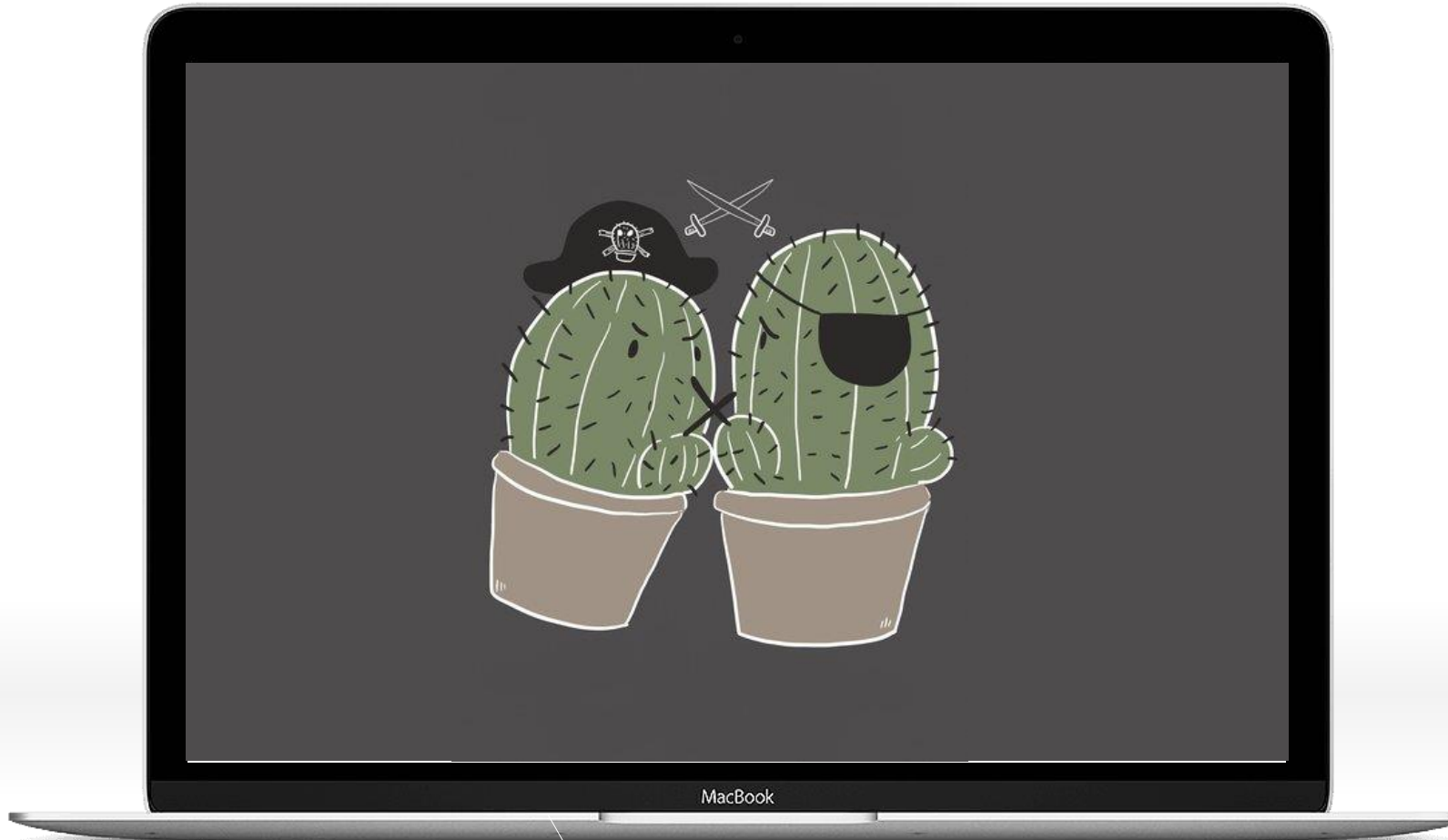
Focusing first and foremost on our customers needs,



- **One Stop Shop**
- **Customer Value First**
- **World class Operations**

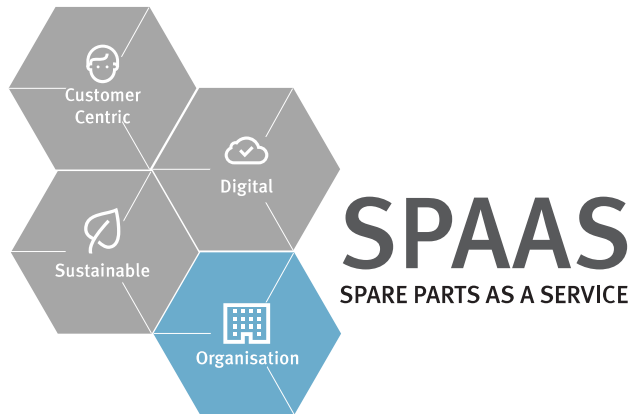


Our Customers and governments are thriving their sustainability agenda, we need to have an answer



- **Level 1,2,3**
- **Circularity**
- **Optimised Supply chain**

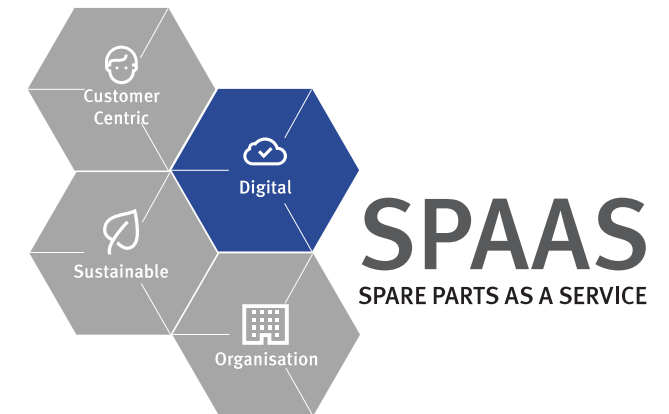
With our global customer base, it is very important to make sure the experience across the globe is equal!



- Accelerated learning
- Global Community
- One way of working



And making sure we reap the full benefits of the industry 4.0 possibilities coming our way.



- Data Analytics
- Digital Ecosystem
- Digital Supply Chain

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Customer-specific Installed
base specific Search:
Example SPO 12.3.7 drive

Component &
Equipment catalogues

Fully integrated
system with ERP and
PM systems

Customer Service functionality

- Warranty
- Repair/ Return
- FAQ

Order tracking incl.
forwarder tracking
numbers.

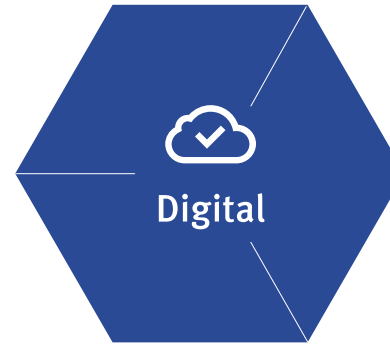
Approval workflow with
thresholds giving control

Full web order history
incl. details.

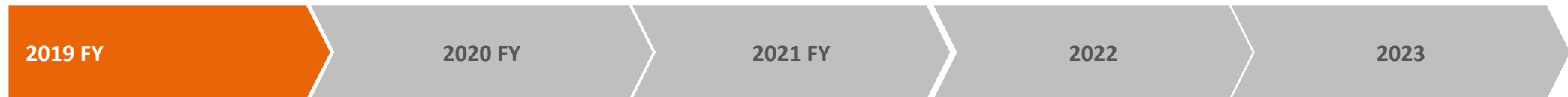
Excellent product Content

- cross references (OEM etc)
- technical attributes
- images

A distinguished roadmap to provide the backbone for Data enabled services



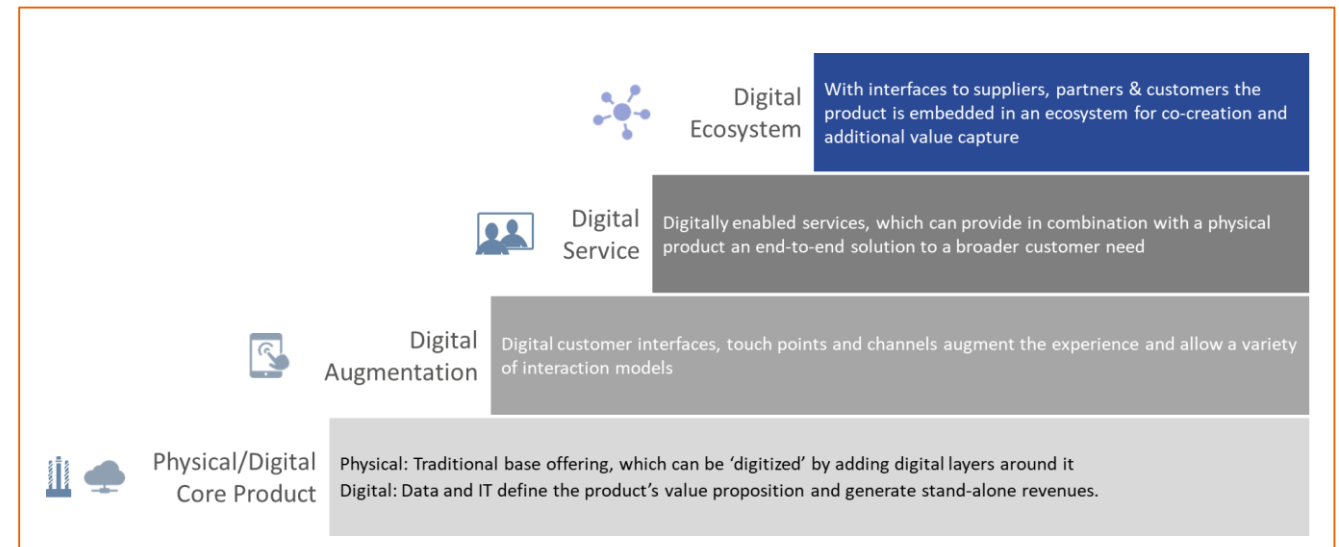
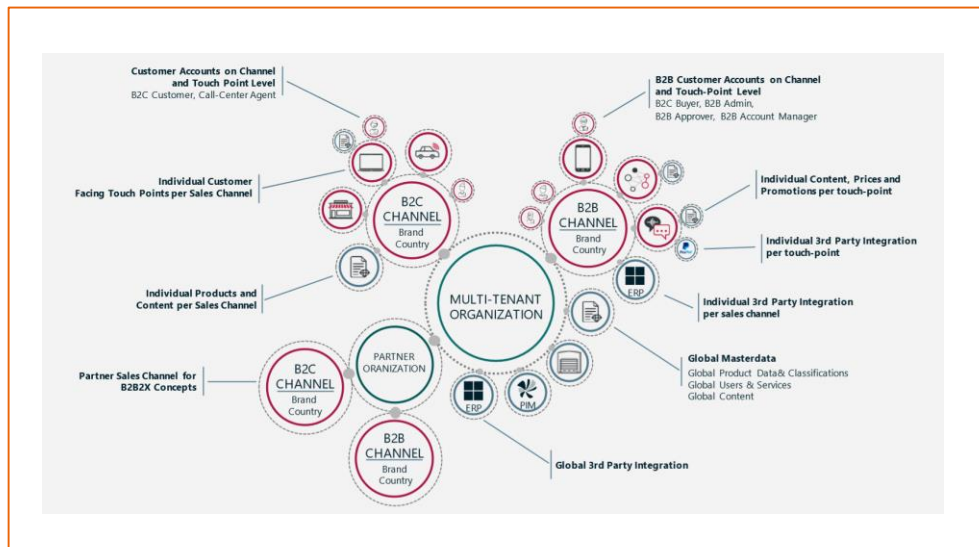
Data Analytics
Digital Ecosystem
Digital Supply Chain



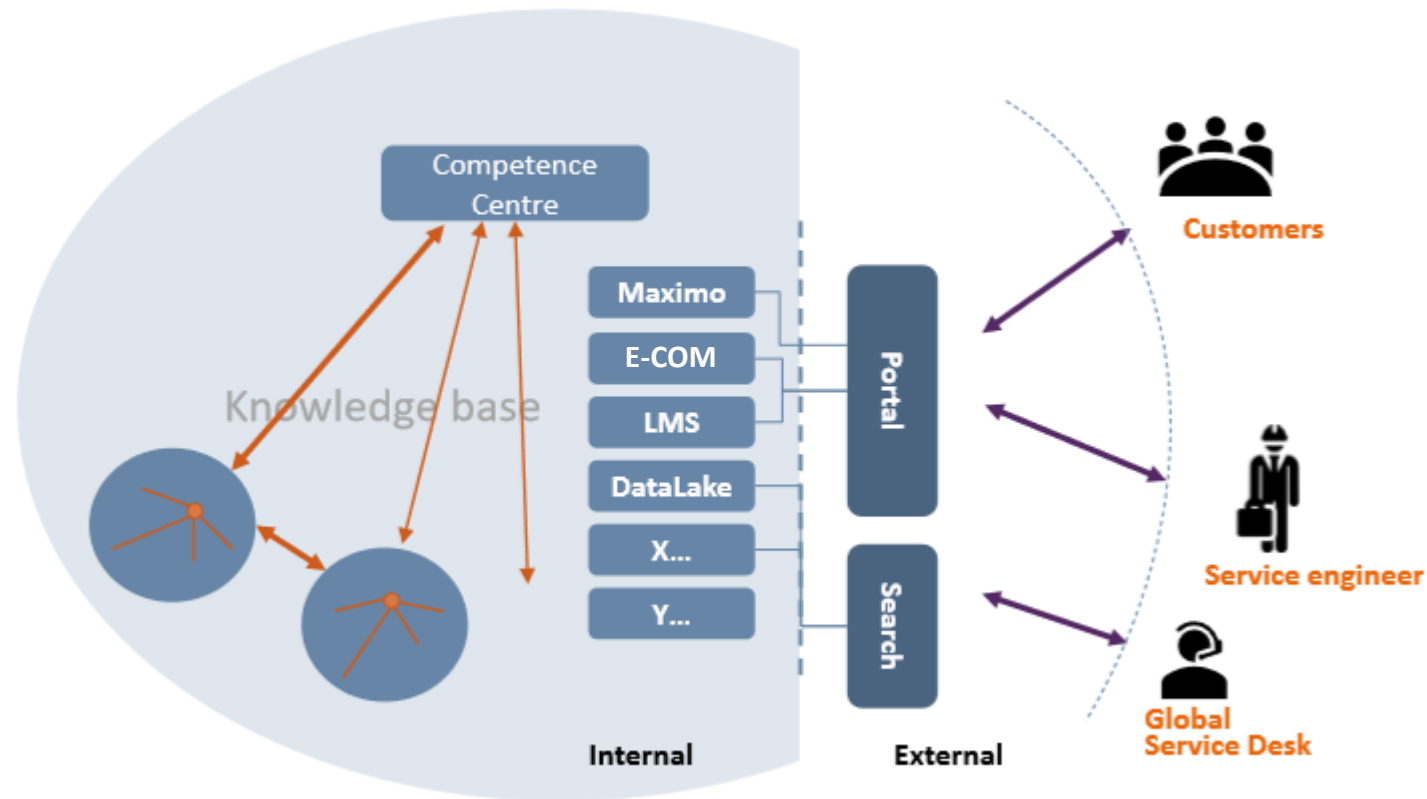
	2019 FY	2020 FY	2021 FY	2022	2023
Digital Eco System	Requirements / Architecture	Implementation Phase 1 / 2 IOT Datalake	Customer Centric Digital Services Supplier Data	Marketplace	Market platform
Data Analytics	Partner Selection	Implementation Phase 1	Continuous improvement	Continuous improvement	Continuous improvement
Digital Supply chain		Optimised supply chain	Warehouse network	Multi echelon Warehouse distribution	

The replatforming will add new functionalities and enable data-driven, customer-centric digital services

- > Improved findability and parts identification
- > Improved Customer and Role management
- > Improved pricing possibilities
- > AI
- > Improved Shipping options
- > Concealability



Looking forward we embrace the value of total connected systems of systems



- > Replatforming
- > Silos of expertise
- > Dynamic contextual search
- > IOT and Supplier Data

**Don't forget
the Customers**



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