



all for one
Group

AN OVERVIEW OF
OUR STARTER PACKAGES

SMART CUSTOMER & SERVICE PORTAL

The accelerator for mechanical engineering
with extensive digital features for spare part and
machine management – providing increased
sales and sustainable customer relationships.

PEOPLE, DATA & MACHINES

Investments in e-commerce and new digital business models are definitely en vogue. We present possible entry scenarios for your company and show you the added value that customer and service portals can provide, especially for the manufacturing industry – and how digitalization is able to take human-machine interaction at a new level.

BENEFITS FOR YOUR CUSTOMERS



GENERATION MOBILE ONLY

Smartphones are always with you. Our packages create exactly the environment your customers expect in their day-to-day business: a central platform, mobile and accessible 24/7.



NO MORE WRONG SPARE PARTS

We know about the needs and challenges of the industry and have a clear focus on spare part and machine management as well as on providing information and services.



ABSOLUTE CUSTOMER CENTRICITY

All our packages have the customer and their needs in mind. As experts for customer experience, we design B2B portals that combine both utility and usability.

YOUR WAY TO DIGITAL SUCCESS

Our BASIC, STANDARD and PREMIUM packages based on SAP Commerce Cloud will enable you to create a powerful B2B portal that integrates seamlessly with your ERP and will set your company apart from the competition with streamlined business processes and attractive after-sales services.

THREE REASONS TO HAVE A CUSTOMER AND SERVICE PORTAL



SERVICE IS KING

Self-services, chatbots, smart spare part identification, smart machine management or condition monitoring – there are no limits to digital services. We accompany you on your way to improved customer satisfaction and increased customer loyalty.



INCREASE SALES

Ensure recurring revenues through attractive after-sales processes and identify potential for cross- and upselling. We support you in developing new digital services for your machines and systems so that you can drive your business forward.



REDUCE PROCESS COSTS

Digital processes save time and money! Excite your customers with fast remote services that even a pandemic cannot disrupt. The best thing about this: you will be making a relevant contribution to the reduction of travel-related CO2 emissions – digital transformation at its best!

BASIC

B2B-PORTAL & WEBSHOP

BUILD YOUR EXPERIENCE
PLATFORM IN 3 MONTHS

Our basic package combines the well-established SAP standard of SAP Commerce Cloud and common B2B functions with innovative All for One Customer Experience. This is where seamless integration meets high usability. Your customer portal will be an extension of your ERP system and the central interface to your customers.

PROCESS OPTIMISATION FOR MARKETING, SALES & SERVICE

Corporate appearance: In the spare part segment in particular, marketing and product managers are confronted with an enormous product portfolio. With attractive features and seamless ERP integration, our package ensures easy administration, updating and access to all media objects, from product data sheets and technical drawings to marketing images and videos.

Process optimisation & higher turnover: A well set-up customer and service portal not only creates added value on your customers' side – your office staff will also benefit and can profitably spend the available resources on their next customer meeting.

Competitive advantage through service orientation: Provided self-services and workflows as well as a high level of usability ensure an optimal customer experience across the board and are therefore a significant competitive differentiator. In times of declining customer loyalty, excellent service needs to be a top priority!

**REQUEST FREE INFO CALL ABOUT
THE BASIC PACKAGE NOW!**

FROM ONLINE SHOP TO A PORTAL SOLUTION **ONE-STOP SHOP & 24/7 SERVICES** FOR YOUR CUSTOMERS

COMPREHENSIVE SELF-SERVICES

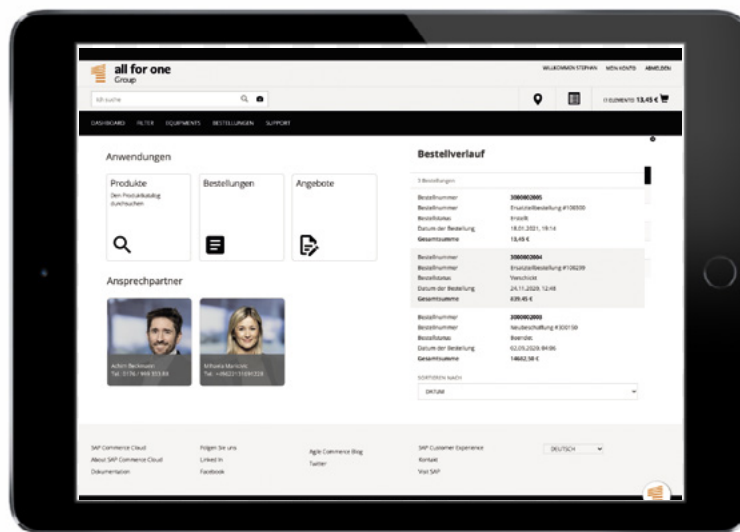
View orders, call up invoices or obtain quotations with just a few clicks – helping customers to help themselves ensures greater transparency and increased customer satisfaction.

OPTIMISED RESOURCES

The B2B portal is the first point of contact for questions about your products and services. Relieve your office staff of routine tasks and free up your team for dealing with complex customer queries.

SMART APPEARANCE

Your customers are mobile – your webshop should be too. With responsive and intuitive design, you can present your products in the best possible way on smartphones, tablets and other devices.



HIGH REVENUE

Satisfied customers will return – an attractive spare parts shop and innovative digital services ensure recurring revenue in after-sales and facilitate the development of cross- and upselling.

UP TO DATE CONTENT

Outdated product information is a no-go. With All for One Customer Experience MediaManagement, you can effortlessly keep all media objects up to date.

UNIQUE SHOPPING EXPERIENCES

Customize workflows or permissions to meet the needs of your customers and impress them with streamlined business processes.

STANDARD

SPARE PART MANAGER & SERVICE PORTAL

INFORMATION IS EVERYTHING –
SYNCHRONISATION IS ESSENTIAL!

The All for One Customer Experience Equipment Viewer enables you to expand your platform with smart spare part management from identification to ordering. The Digital Machine File combines valuable knowledge about your machines and assets. A ticket portal and extensive service documentation complete this package.

INCREASING FIRST TIME RESOLUTION RATES AND IMPROVING THE CUSTOMER EXPERIENCE

Providing an overall view of the machine: Maintenance staff have an overview of the big picture and can virtually break down the machine into its individual parts with the Digital Machine File. To do this, they can choose between the traditional navigation menu and 2D or 3D models. Relevant instructions or additional documents are just one click away.

Offering the shortest route to the spare part: Mechanical technicians need to quickly identify the equipment they are looking for in a specific service case and can use the All for One Customer Experience Equipment Viewer for this purpose. It also supports direct ordering of spare parts. The ordered spare part is automatically registered and then the portal is updated. Upon request, we offer offline functions as well as AI-based spare part identification!

Support for service cases: Users or technicians expect precise support in troubleshooting. With the service file you have an overview of all completed and open tickets and can request further assistance via the ticket portal if necessary. We are happy to supplement this package with remote service offers or a service bot.

**REQUEST FREE INFO CALL ABOUT
THE STANDARD PACKAGE NOW!**

SPARE PART MANAGEMENT MADE EASY THE ALL-ROUND PACKAGE FOR MAINTENANCE AND SERVICING

WELL INFORMED

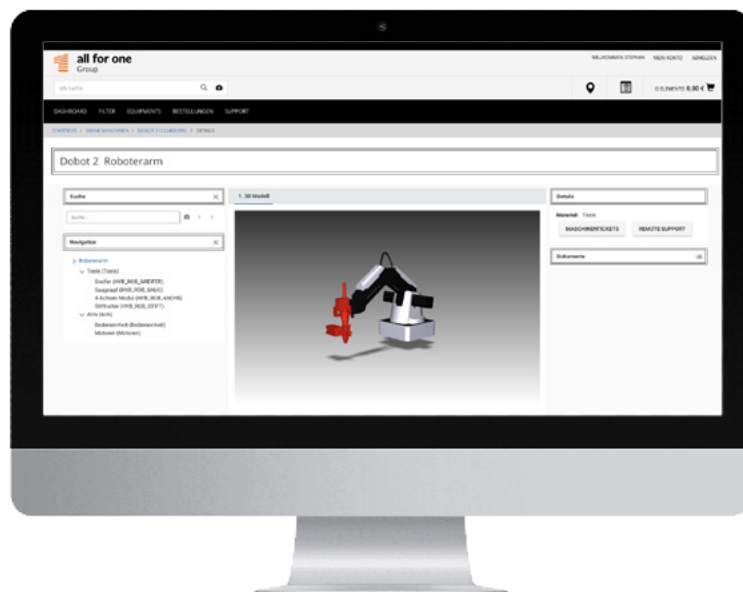
Looking for operating instructions or technical data sheets? All related documents are just one click away via the file view.

FULL DOCUMENTATION

View the entire machine history. The service file is the ideal supplement to your digital machine file and shows all provided services and open tickets.

QUICK HELP

A single platform for all cases: the ticket portal ensures easy ticket creation and management directly within the customer portal.



LOCATED QUICKLY

Easy navigation is our top priority: Whether photo upload, keyword search or hierarchical navigation tree – here your customers will easily find the spare part they are looking for.

ORDERED IMMEDIATELY

Use the Equipment Viewer to navigate directly in the machine drawing to the spare part you are looking for and place an order directly via stored hotspots! The Digital Twin as a 2D / 3D model!

COMPLETE TRANSPARENCY

With the digital machine file, documentation of installation and removal work on machines and assets can be stored centrally and, above all, digitally, so that valuable knowledge for maintenance and servicing can be made available regardless of time and place.

PREMIUM

MACHINE MANAGER & KNOWLEDGE DATABASE

FOR THE EFFECTIVE USE OF YOUR
MACHINES AND SYSTEMS

Display and analyse machine data in real time.
Our premium package connects your machines in the field
and facilitates innovative digital services. The knowledge
database complements this image with the All for One
Customer Experience Media Download Portal and ensures that
information is quickly made available and retrievable.

UTILISING VALUABLE IOT DATA

Maximised system

availability: You enable the useful and effective interconnection of your machines – your customers decide how they want their machines structured and which IoT data they prefer to monitor. With the premium package, you also take valuable measures to reduce downtimes. The Digital Twin allows you to map all machine data in real time and use this analysis for innovative digital services such as condition monitoring.

Knowledge is valuable:

We already set high standards for extensive knowledge management with the Basic & Standard packages. The Premium package even goes one step further by adding the All for One CX Media Download Portal. This in-house development, together with All for One CX Media Management, provides the perfect extension to the SAP standard for the management and accessibility of media objects.

Start smart, expand later:

Our offer can be extended by numerous digital services in line with your digital strategy – from predictive maintenance to the development of new business models such as machine-as-a-service. Are you ready to enter the world of IoT? We would be happy to accompany you on your way into the digital transformation!

**REQUEST FREE INFO CALL ABOUT
THE PREMIUM PACKAGE NOW!**

INDUSTRY 4.0 CREATING INNOVATIVE IMPULSES WITH THE DIGITAL TWIN

INDIVIDUAL CUSTOMISATION

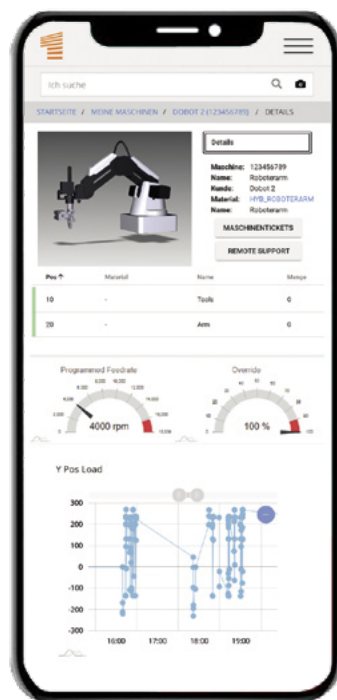
The portal will adapt to your customers: in the machine overview, machines can be easily marked as favourites, assigned to a location or can even be renamed.

UNLIMITED MOBILITY

Mobile first! All services can be accessed via mobile devices.

SIMPLE ANALYSIS

Analysing machine data and manufacturing processes creates a state-of-the-art Industry 4.0 environment and enables your customers to identify optimization potential.



CONDITION MONITORING

Which messages were sent most recently? Which job is currently running on the machine and how did it perform over a certain period of time?

Real-time data allows detecting possible production deficiencies at an early stage.

ACCESSING KNOWLEDGE

Anyone who looks after tens of thousands of machines and systems in the field must be able to rely on efficient knowledge management. Via the All for One Customer Experience Media Download Portal, all relevant documents can be accessed directly within the ERP system and easily made available.

EXTENSIVE VISUALISATION

IoT-based collection and visualisation of relevant machine data provides information on the condition and utilisation of the machines.

The Digital Twin offers a wide range of innovative services!

CUSTOMER & SERVICE PORTAL PACKAGES

Deliver omnichannel experiences with SAP Commerce Cloud and synchronise business processes with ERP integration. Select between three different packages and customise them according to your needs with our individual add-ons.

Content	BASIC B2B Portal & Webshop	STANDARD Spare Part Manager & Service Portal	PREMIUM Machine Manager & Knowledge Database
WEBSHOP	●	●	●
MEDIA MANAGEMENT	●	●	●
SELF-SERVICES	●	●	●
SPARE PART MANAGER	●	●	●
DIGITAL MACHINE FILE	●	●	●
TICKET PORTAL	●	●	●
SERVICE FILE	●	●	●
MACHINE MANAGER	●	●	●
KNOWLEDGE DATABASE	●	●	●
Duration* Price from**	3 months 199,000 EUR	6 months 249,000 EUR	10 months 289,000 EUR

OPTIONAL ADD-ONS / Price on request***

WEB2PRINT	○	○	○
PRODUCT CONFIGURATION	○	○	○
CHATBOT	○	○	○
REMOTE SUPPORT	○	○	○
TRANSLATION MANAGEMENT	○	○	○
EQUIPMENT VIEWER OFFLINE APP		○	○
AI-BASED SPARE PART IDENTIFICATION		○	○
IOT CONNECTOR			○

*Implementation time **Implementation costs incl. costs for All for One CX software licences *** Please contact us for more information

HOW TO GET TO THE DIGITAL CUSTOMER AND SERVICE PORTAL

SMART SERVICE AND MAINTENANCE PROCESSES
BASED ON SAP COMMERCE CLOUD



FREE INITIAL CONSULTATION

Every e-commerce project is different, and this is good. We would be happy to present our packages and optional add-ons in detail in a first, nonbinding meeting and discuss your specific requirements.

DEMO DATE

The project becomes more tangible. In the next step, we present a demo to your decision-makers and address detailed questions and process requirements.

WORKSHOP

During a requirements workshop, we develop a scenario that addresses the individual needs of your company and focuses on your customers.

SPECIFICATION & PROJECT START

The innovative project methodology of All for One Customer Experience Solutions guarantees precise project planning and implementation within time and budget.



Do you have questions about our packages? I would be happy to provide you with an offer tailored to your needs or send you information on customer references. My tip for you first of all: We present exciting customer projects in our [web session series](#)!

Johannes Preiß, Senior Director Sales
T: +43 664 3200444
johannes.preiss@all-for-one.com

LET'S TAKE YOUR BUSINESS TO THE NEXT LEVEL

All for One CX is an innovative IT service company within the All for One Group. Its mission is to make companies **more successful, faster and more digital** based on state-of-the-art cloud software solutions.

As an expert for Customer Experience and SAPPlatinum Partner, we provide our customers with innovative solutions from the cloud helping them to build sustainable, strong, and trusted customer relationships.

[CONTACT](#)

SAP® Qualified
Partner-Packaged Solution