



TecAlliance

# Enabling the Digital Aftermarket

Data, Processes and Integrated Solutions for Success.



Optimisation  
Efficiency  
Information  
Evolution  
Communication  
Standardisation  
Integration  
Availability  
Consulting  
Identification  
Forecasts  
Up-to-Dateness  
Internationality  
Analysis

# The future of the automotive aftermarket starts now – and it is digital and interconnected.

The digitisation process is the engine of change in both society and business. It faces us in all areas of our lives, changing our means of communication, interaction and production. Current developments in passenger, goods and commercial vehicles are also strongly characterised by digitisation. This, in turn, is affecting the automotive aftermarket. Through digitisation, the market has become more networked than ever before. To the benefit of all parties.

Modern vehicles are highly complex systems that are placing new demands on parts manufacturers, distributors and workshops in the aftermarket as well as to fleet operators, leasing companies and insurers. In the future, workshops in particular will need not only manual skills but a still greater know-how with regard to diagnosis, electronics and mechatronics in order to carry out maintenance and repair work. For this, the relevant data must be available for many vehicle types – comprehensive, up-to-date, worldwide and in multiple languages.

## **The objective: all vehicle data from a single source.**

Thanks to the digitisation of data and the networking of information, participants in the aftermarket can access and use vehicle data quickly and easily. Processes are being accelerated and response times reduced. The level of service offered to vehicle owners is increasing. And market participants are benefiting from higher efficiency, lower costs, greater knowledge and enhanced transparency in the international aftermarket.

## **The approach: actively designing the automotive aftermarket through digitisation and networks.**

For decades TecAlliance has been a dependable, responsible partner to other players in the automotive aftermarket. The current focus is on standardisation of data and on optimising the processes of and between the market participants.

As one of the world's leading suppliers we set market standards in spare parts information and vehicle descriptions. Data is collected from manufacturers worldwide, edited to conform with the TecAlliance standard, filtered by different information needs and distributed on the market. With this data and information base we bring workshops, dealers and the parts industry together. Fleet and leasing companies as well as insurance providers benefit from the OE specifications when dealing with maintenance and wear and tear work.

The processes of market participants – and those between them – are also changing in the face of digitisation and networks. At TecAlliance we know and understand the processes that cover multiple stages and offer integrated solutions to improve communication and facilitate collaboration. At the end of the day it's about speeding up processes and making information available quickly at all times – for all participants in the digital aftermarket.

**Find out more about how TecAlliance can support you with data, processes, consulting and services in the digital aftermarket!**

# Enabling the Digital Aftermarket.

The aftermarket is growing, and so are the demands for the availability of up-to-date data and lean processes. TecAlliance is the driving force bringing vision to this market.

The services provided by TecAlliance for optimising and digitising the automotive aftermarket are situated in the areas of data, processes, consulting and services. Of these, the core business is data. For over 20 years we have been standardising all manufacturer-independent vehicle and part data for the automotive parts industry that are needed for vehicle maintenance and repair. Thanks to the modern and modular compatibility of the technical solutions we use, this immense body of data can be filtered to the specific requirements of the many different market participants. The information software is scalable. Pre-formulated queries and functional user interfaces facilitate the use of the integrated solutions by users.

Industry, trade and workshops profit from the broad, international data pool and the TecAlliance platforms through which supply and demand processes are integrated electronically into business relationships in the automotive aftermarket and efficiently handled. Through approval processes, fleet, leasing and insurance businesses obtain a better insight into the costs of the necessary service works.

**With data, processes, integrated solutions and comprehensive consulting services, TecAlliance is creating an infrastructure for participants in the digital aftermarket that will make them more successful in the long term.**

Workshop



**TecAlliance**  
**TecDoc Inside**

TecAlliance's TecDoc data standard is internationally recognised and is used all over the world for creating high-quality product information. This standard, which is present in all TecAlliance data, has its own label. '**TecAlliance TecDoc Inside**' is the seal of the highest quality of automotive data for all participants in the automotive aftermarket. This is something you can trust!

# Integrated Solutions

Vehicles

Parts

Repair and Maintenance

**DATA**

Data Management

Order to Invoice  
Management

Service, Maintenance  
and Repair Management

**PROCESS**

**CONSULTING & SERVICES**

ps

Parts  
Dealers

Parts  
Manufacturers

Insurance  
Fleet & Leasing

We are the international driving force for data, processes and integrated solutions in the automotive aftermarket – for you and for the success of your enterprise.

# The digital aftermarket: one market, many participants.

Automotive suppliers, parts manufacturers, wholesalers and retailers, fleet operators, leasing companies and insurers – they are all active in the automotive aftermarket. Some of their interests are shared and some are different. Yet ultimately they are all united by the desire to find or be found. The digitisation of data and the networking of information is creating new opportunities for simplifying and accelerating the necessary processes. Accordingly, the automotive aftermarket is becoming a digital aftermarket.

All over the world, automotive suppliers and parts manufacturers have a common interest: that their parts be easy to find in the automotive aftermarket. Wholesalers and retailers everywhere, meanwhile, are keen to offer their workshops and customers the widest possible product range. To do so they require brand independent, detailed product information and means of comparison. Independent and contract workshops also search for parts

and exact repair and maintenance information across manufacturers in order to compare products, to give the best advice to vehicle owners, to sell parts and to carry out repairs smoothly. Fleet operators, leasing companies and insurance providers search primarily for the manufacturer guidelines for the service. These form the basis for economically viable comparisons between offers and for optimal vehicle management.



**679** brands

up to **35** languages

**280** system-integrated suppliers

**143** countries

#### **Being visible in the digital aftermarket.**

To ensure that all parts and wear parts can be found in the automotive aftermarket, TecAlliance collects product data from automotive and parts manufacturers on a continuous basis together with links to the relevant vehicles. This data is processed, standardised, filtered and distributed in the market by various digital means. This constant updating is a core part of the service we provide. Repair and maintenance information are important supplementary knowledge.

#### **Profiting from professional data.**

Comprehensive, professional data is the foundation. Added value arises from ease of access to the information and data flows. Only when the use of the digitally provided vehicle, product, repair and maintenance information is problem-free can work be done more efficiently, profitably and manageably.

#### **Benefiting from integrated processes.**

Two decades of experience in designing information processes within the automotive aftermarket have gone into TecAlliance's tried-and-tested solutions and workflows. With vision and innovation we develop existing solutions further or create new possibilities for permanently optimising the processes. We keep always in mind the fact that communication in the markets and between the participants is changing due to the rapid change in information and communications technologies and must be adapted accordingly.

#### **Moving forward with individual consulting.**

The complexity of these topics calls for thorough understanding, reliable analysis and the appropriate choice of solutions. At TecAlliance, consulting is matched specifically to the customer's needs in order to solve individual problems. Optimised processes and an improved products and services portfolio make an important contribution to long-term success.

#### **Trusting to practical knowledge.**

TecAlliance is one of the leading partners in the market, trusted by the majority of participants in the automotive aftermarket around the world. The security offered by long-term data access, the up-to-dateness of the information and the dependability of the processes all play a major role here. But it is often the scope of our database that makes an impression. Data from over 679 brands and over 75,800 types of car, plus 36,200 types of commercial vehicle, are available to the automotive aftermarket via TecAlliance. Some 6,5 million articles can be retrieved and 4,3 million article illustrations can be viewed. More than 25 million enquiry and order articles are processed worldwide each month through TecAlliance process solutions. This is experience-based knowledge that you can rely on.

**With TecAlliance every customer is part of an international community within the automotive aftermarket. Size, community and partnership are the cornerstones of the global strategic alliance of TecAlliance with all relevant partners in the aftermarket.**

# Data for the digital aftermarket – structured, standardised, updated.

In 2015 1.1 billion vehicles were on the road around the world. And every year there are more. How can anybody maintain an overview of this massive volume? How can one find the right part for a particular vehicle in the automotive aftermarket? It's perfectly simple: by accessing the world's largest aftermarket database!

The availability of and access to structured, complete and constantly updated vehicle and product information are the key to success. Once vehicles and suitable parts are accurately identified, the rest is easy. To facilitate this, TecAlliance supports the automotive aftermarket with a comprehensive database, with data management and searching, and by collating all this information, with catalogues and reference material.

## The TecAlliance database

The TecAlliance database is a core element of our service portfolio. To maintain it we collect vehicle and product data worldwide from automotive suppliers and parts manufacturers. through our offices in Western and Eastern Europe, the USA, Brazil, Mexico and China. We work the wide range of data into a uniform structure based on our recognised TecDoc standard. Why is this necessary? Parts manufacturers have different designations for what is technically the same component. We defined the TecDoc standard in collaboration with the parts industry and trade; it enables generic articles to be designated unambiguously. Only then could “search and find” be possible – whether you are looking for spare parts, part comparison or repair and maintenance information. The data is available in TecAlliance systems and can be linked into individual industry or trade systems.

## Collect

In Collect, we support or carry out the gathering of data to make it available. With the aid of intelligent solutions, product data and repair information are converted into a standard form and validated. Only then is the data entered in the TecAlliance databases.

Our Research function is also helpful here, as it offers valuable information about current and future market

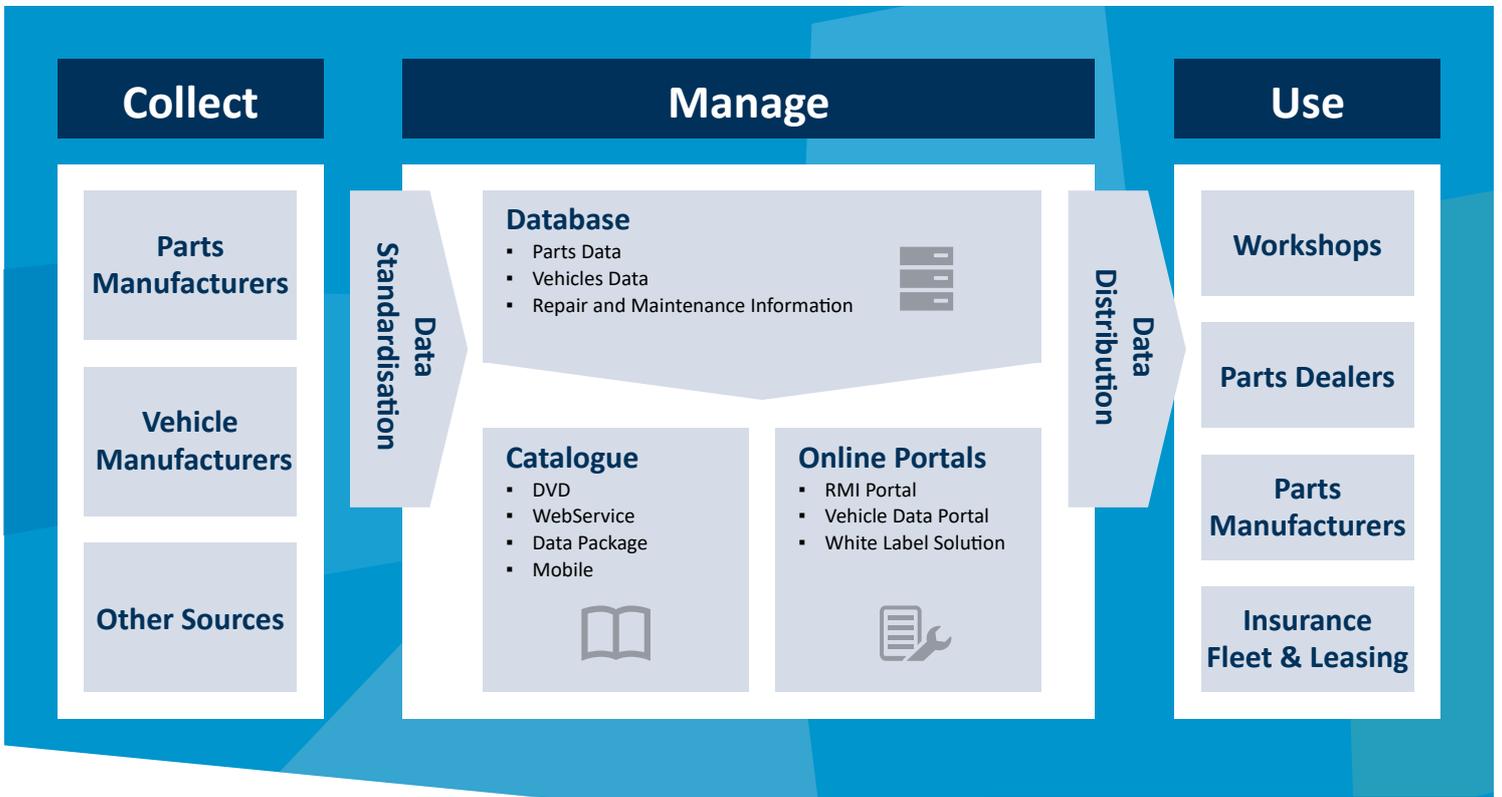
developments, particularly to the parts industry. Searches in original parts catalogues provide an important service. The Vehicle Parc data, updated twice per year, offers an international review, insight and outlook of vehicles and vehicle stocks (Vehicles in Operation, VIO).

## Catalogues

The catalogues that can be collated to create a comprehensive information system on motor vehicles represent a major output. Spare parts information is combined with repair information and technical data according to OE specifications and offered to workshops. Catalogues are available in a range of formats: DVDs, data packages, Webservice, internet portal, web shop, white-label applications and more. The data is regularly updated as a matter of course.

For the parts industry we offer a special catalogue service. We adopt and summarise the industry data and create highly standardised reference materials for print, internet and app for internal use in sales and at trade fairs.





**1 Vehicles**

Finding the right part for the right vehicle requires the exact identification of the vehicle. For TecAlliance this is possible thanks to its detailed vehicle classification. Market developments can also be evaluated on the basis of worldwide inventory data.

**2 Parts**

Original parts can be searched in electronic parts catalogues. The standardised parts and article description is available to the industry on the basis of the 'TecAlliance TecDoc Inside' standard.

**3 Repair and Maintenance**

The relevant technical data of vehicle manufacturers for vehicle repairs, mechanical details, maintenance and diagnosis can be retrieved via TecAlliance in standardised formats.



4.1 million service plans  
 4.3 million article illustrations  
 3.8 million repair manuals  
 7.6 million technical data records  
 6.5 million articles  
 22.4 million labour values  
 75,800 car types  
 36,200 commercial vehicle types  
 up to 35 languages  
 7,500 motorcycles  
**679 brands**

**Be competitive**

# Processes in the digital aftermarket – optimised, automated, integrated.

There are as many different ways worldwide of working as there are participants in the automotive aftermarket. From searching in the catalogue and ordering by telephone or fax through to a fully-integrated, industry 4.0-ready search, enquiry, ordering and settlement process in digital or mobile form, every possibility is there.

Enhancing efficiency. Optimising costs. Increasing competitiveness. These factors are changing the ways businesses work together all over the world. Pressure is growing for processes to be simplified and the technical possibilities of systems to be optimally exploited. This relates not only to in-house processes but to the entire supply chain. TecAlliance keeps pace with all the ever-changing requirements of the digital aftermarket in an up-to-date and integrated manner in its process portfolio.

## **Preparing the master data.**

This concerns the basic commercial data that turns a product into a sales article and that must be provided by the parts manufacturer, such as article numbers, minimum order quantities, list prices, discounts, pallet sizes etc. The faster and easier the process of providing this information, the higher the probability that an order will result.

Additional analysis tools provide the parts industry with valuable information on current and future market trends. These can be used for gap and competition analysis. Moreover, they permit projections to be made about what products are required in what quantities and in what markets, or at which stage they are in the product life cycle. Software-based solutions are also available for product information management.

## **The entire ordering process at a glance.**

It all starts when a distributor contacts a parts manufacturer with an enquiry. The availability of the part in the manufacturer's warehouse can be seen straight away and the order can be initiated.

Shipping, invoicing and delivery information take place in standardised form in the order and supply chain. Even the possibilities for returning a part or asserting warranty

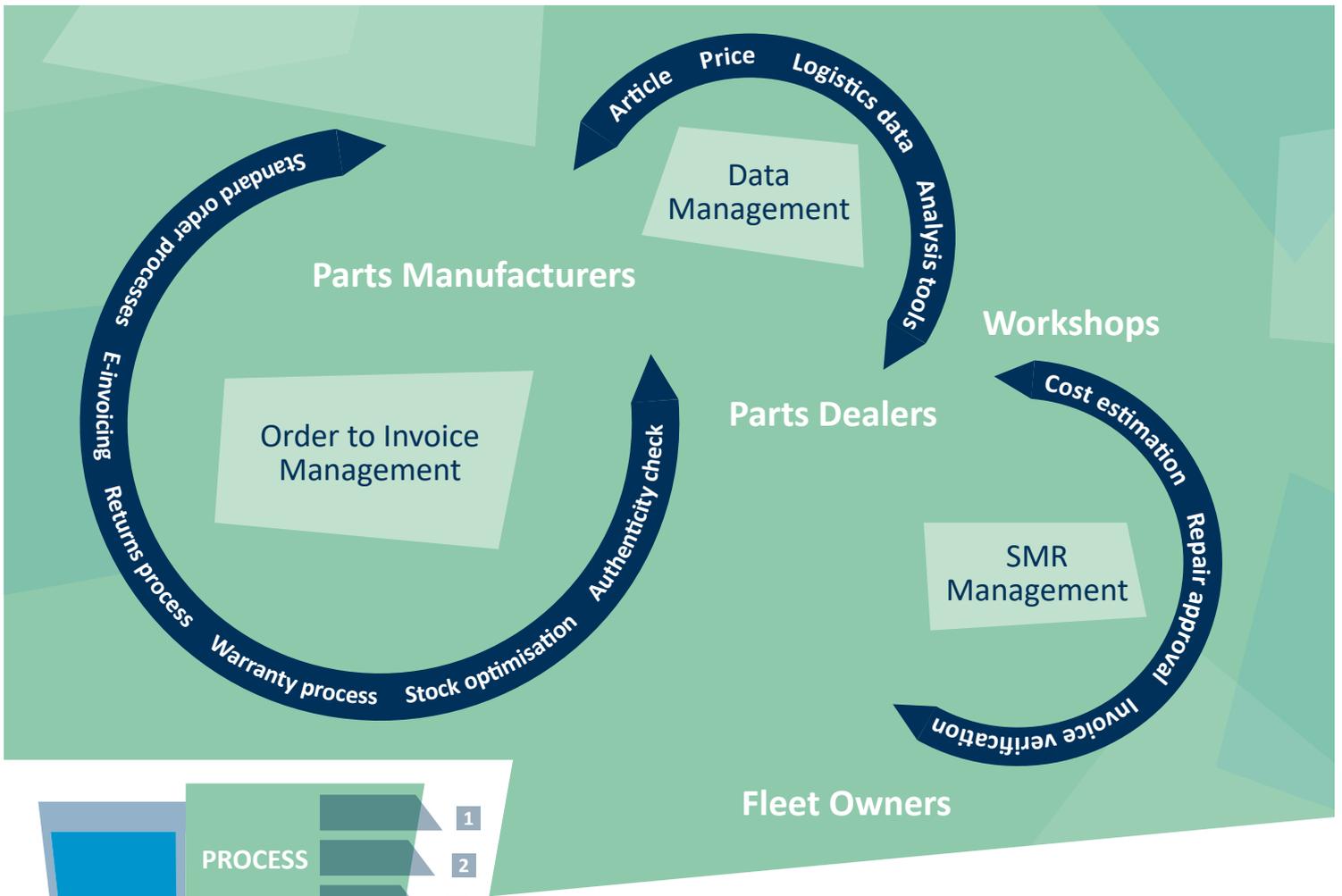
claims are mapped into this integrated order process. Stocks are always up-to-date thanks to the direct online integration of the supplier's ERP data. Subsequent orders can be automated depending on the parts distributor's own stock levels. Even authenticity checks of parts are integrated into this process. This process, with all its services from a single source, is made possible through TecAlliance's optimised process solutions.

## **Managing jobs efficiently.**

The TecAlliance "Service, Maintenance and Repair Management" platform connects fleet operators and leasing companies to the workshops contractually bound to them and enables automated order approvals. Vehicle manufacturers' specifications from their service plans and the individual regulations of the fleet operators involved are taken into account. An intelligent body of rules and flexible integration options mean significant cost savings for the fleet operator, faster service in the workshop for vehicle users and faster order approval and earlier invoicing for the workshop.



**Be connected**



### 1 Data Management

Core data such as the article, price and logistical information must flow smoothly between the ordering parts distributor and the supplying parts manufacturer. Transparent, constantly up-to-date data enables fast and standardised processes between the partners. This creates a strong bond between the manufacturer and distributor. The analysis tools focus on the competition and on product information management.

### 2 Order to Invoice Management

The order processing function can display both directions – from the orderer to the supplier and from the supplier to the orderer. In all cases it is based on the process of availability enquiry, order, order confirmation, delivery advice and invoice. The process can be extended to include electronic invoice processing, returns processes and warranty claims, daily stock updating and the authentication of parts.

### 3 Service, maintenance and repair management

The integration of service, maintenance and repair management completes the TecAlliance process portfolio as regards complete process optimisation. This management platform is available to workshops, fleet operators and leasing companies. The result is increased security with regard to replacing and fitting replacement and wear parts. Vehicle users can put their confidence entirely in both their workshop and their vehicle.

143 countries

25 million enquiry and order articles per month

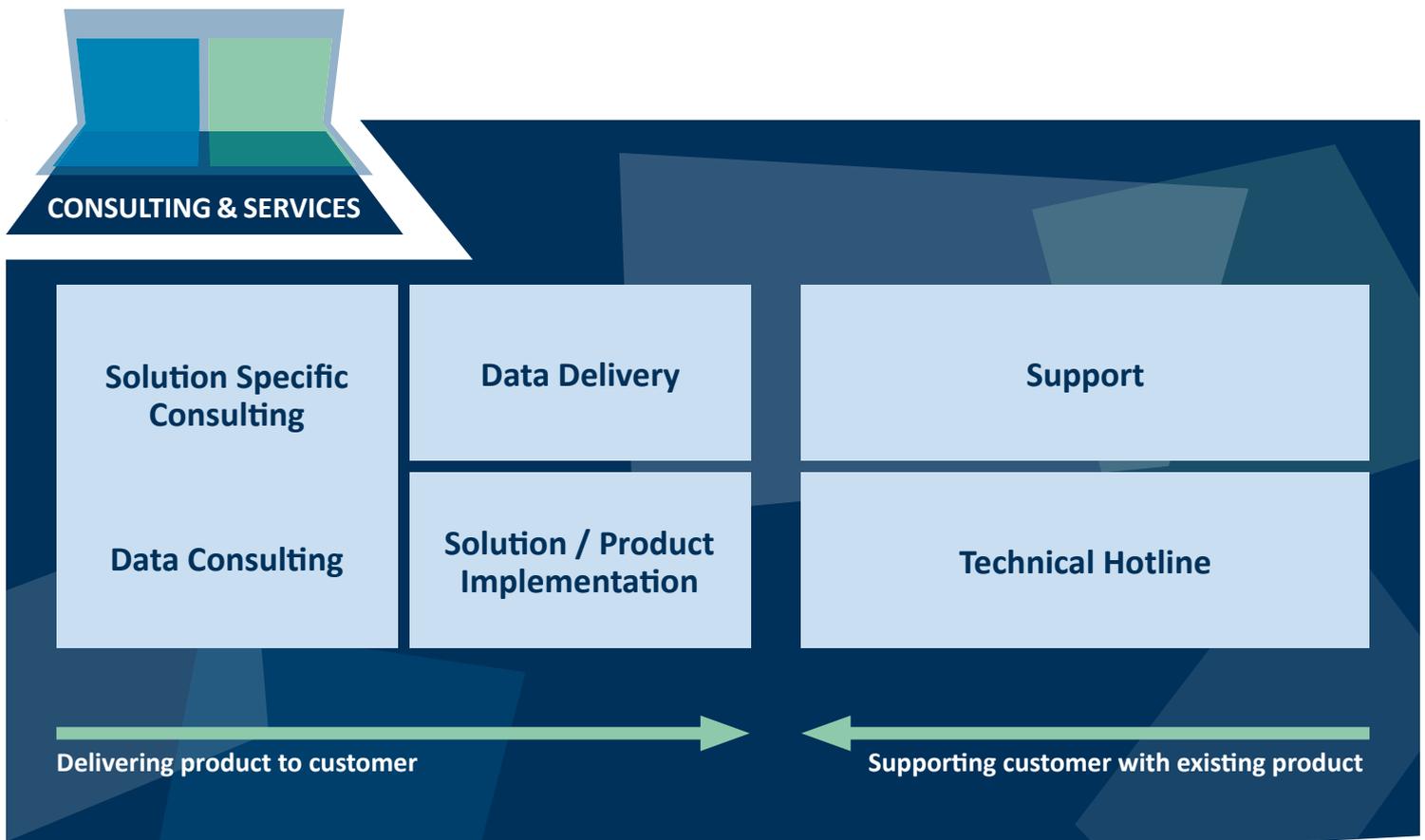
280 suppliers integrated into system

# Services for the digital aftermarket – inspired, experienced, concentrated.

The latest data and integrated process solutions are important in the digital aftermarket. Success depends on choosing the right tools, implementation into existing company processes and ongoing user support. For solutions tailored to the customer to be devised and put into practice, individual consulting is a prerequisite.

Anybody who resolves to move the processes in their company forward will immediately face a mass of questions. What data does my company need from the digital aftermarket? Which solutions allow which processes

to be optimised within the company and in interactions with other market partners? Who will analyse, advise and help me make the choice? How can this then be best implemented in the company? Who will do this and who will support the integration every step of the way? And what if I have questions later?



**Solution Specific Consulting**  
 Planning and design – we evaluate your processes and identify how our solutions can bring you the greatest possible benefits through seamlessly integrating our solutions into your processes. In doing so, we attach great importance to standardisation and automation, to which we can add customised process ideas at your request.

**Solution / Product Implementation**  
 Implementation and integration – Our experts implement new ideas for automated and digitised processes suited to the your process and application environment. We use simple open technologies (XML/EDIFACT) to seamlessly integrate communication between the TecAlliance platform and the various business partners.

**Data Consulting**  
 Optimisation and further development – as data experts in the IAM, it is TecAlliance’s mission to offer our customers a data-analysis-based consulting service that not only provides data but also delivers added value. Take advantage of the opportunity to use data to make the right decisions to give your company a competitive advantage.



At TecAlliance we are there for all our customers and partners at every step – from analysis and selection through implementation and training to ongoing support. To ensure this, the TecAlliance team has specialist consultants and project managers all over the world who act as contacts at this crucial stage, steering the project, controlling the collaboration between the customer and TecAlliance and who are responsible for a successful outcome. The hundreds of successfully completed consulting projects and implementations achieved thus far give customers and partners a high degree of security.

#### **Consulting, data delivery and implementation**

Successful completion of the project is the goal of the collaboration. TecAlliance specialists work with the customer on site to adapt data or solutions to their individual requirements. Be it the extraction of individual records or deep integration into an ERP system, the TecAlliance team has the technical know-how and the long experience needed to support these processes.

#### **Support**

Once everything is installed and implemented, it should all work. Sometimes, however, questions arise. The TecAlliance team is the first point of contact for all technical questions concerning data and implemented systems. Present in 15 countries and 30 languages, the team provides individual and expert support for all customer questions every single day.

#### **Technical hotline**

Going beyond the ordinary range of services, the TecAlliance technical hotline offers professional assistance in complex repair cases. Trained mechanics support the repair process from initial enquiry through to completion. Customers thus save time, avoid potential troubleshooting and ensure a high quality of service to their own customers.



The history of TecAlliance began over 20 years ago when it started collecting and standardising vehicle part data. Rapid changes in information and communications technology and through the digitisation and networking of business processes in recent decades have caused the business to constantly adapt. TecAlliance has always stayed on the ball, maintained a visionary and forward-looking perspective and set standards for data and processes in the digital aftermarket.

## Shaping the digital aftermarket – yesterday, today and tomorrow.

**Is it possible to develop a successful business model out of vehicle and product data in the automotive aftermarket? Today this is no longer a question. And the answer is: Yes, of course. We have been providing the automotive aftermarket with data for over 20 years. And with our data, processes and integrated services, we do our bit every day to network the digital aftermarket and to make it more transparent.**

For over two decades we have been standardising manufacturer-independent parts data for the international automotive parts industry – data that parts distributors need for ordering purposes and that workshops require in order to perform competent repair and maintenance to vehicles. With the wide-ranging data that still forms the main core of our activities we are achieving a very high

global market coverage. Today, thanks to the high-tech solutions in the background, that data can be filtered and output to suit the needs of diverse participants in the market. Even very specific requirements can be met thanks to the flexible data structure and intelligent database technology.

Over the years, further process-optimising services have been added. The parts industry, the parts trade and workshops worldwide all benefit today from the broad data basis and the TecAlliance platforms on which all the supply, demand and approval processes can be integrated and efficiently carried out. With these solutions we are permanently and sustainably improving electronic business processes among the partners in the digital aftermarket.

Today TecAlliance employs about 500 qualified and experienced employees around the world who possess profound technical and industry knowledge of the automotive aftermarket; their task is to continue to standardise, synchronise, automate and integrate data and processes ever more efficiently for the benefit of a comprehensive solution for the industry, the trade and workshops. We are constantly looking to further improve processes through new technical developments and

mobile applications. The high professional competence of our employees is a long-term assurance of the quality of our services for the digital aftermarket.

TecAlliance is now a leading global industry solution for the automotive aftermarket. We define and are constantly developing the industry standard that is making cooperation within the industry more efficient, more effective and more transparent. In a unique global alliance with the major players in the digital aftermarket and a strong partner network we support the success of all participants in the digital aftermarket with our data, processes and services.

**TecAlliance – the international driving force for data, processes and integrated solutions in the automotive aftermarket.**

**At your service – worldwide.**





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