

EptaService E-commerce: Just a click away from renewed features for an excellent service

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The vast range of after-sales services offered by Epta with its EptaService brand is enriched by new features, available inside its online platform, dedicated to the purchase of spare parts. The implementations integrate with a high value added proposal, which, in addition to remote monitoring and customer service, includes retrofitting and first class technical support for a fast, effective and widespread repair service.

The e-commerce platform, which is even more practical and intuitive, has been renewed to enable users to verify the availability of components in real time by means of a simple and quick search, carried out in two different ways. Based on preference and need, customers can choose to start from the name, code number and production date and browse the 3D drawings of the model selected in their search for a specific spare part; alternatively, they can insert the serial number and browse the catalogue filtering by categories.

Maximum flexibility, also in delivery times: the new centralised and automated warehouse makes available 32,000 codes, guaranteeing deliveries in 24/48 hours.

The renewed EptaService web service platform now ensures a more dynamic management of all operations, with the possibility to differentiate access to the online catalogue depending on the individual role, in order to optimise the selection and purchase of components.

From January, it will also be possible to save the list of articles of interest in the cart, share it with colleagues and change it before proceeding. Once the order has been finalised, the new ASN (Advanced Shipment Notice) system will send a notice confirming shipment and guarantee the Customer real time monitoring of the products (e.g. carrier used, tracking...).

Finally, if not all the ordered spare parts are available in the warehouse, the Customer can opt for a partial delivery and immediately receive those already in stock.

Clipping Online
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