

## Hi-Tech eSoft: An Enabler in the Aftermarket Supply Chain and Management

The challenges facing the contemporary aftermarket supply chain are accentuated due to;

- Increased interdependency between the suppliers, manufacturing partners, customers and OEMs
- Frequent introduction of new products and multiple variants leading to operative complications in aligning to real-time end customer maintenance demands
- Supply chain catering to multiple OEMs compromising supplier performance in terms of quality, reliability and spare parts availability
- Lack of information, transparency and visibility leading to inability to clearly plan inventories affecting dealer sustenance and profitability

With a view to assist clients adopt effective solutions, the Gurgaon based Hi-Tech eSoft an ISO:9001 certified engineering services company, offers innovative software and design solutions to address the above.

Hi-Tech eSoft brings a unique blend of practical experience and domain competence in product design services such as design, analysis, styling and technical documentation, manufacturing services like ideation, prototyping, jigs and fixture design, tooling and equipment design and reverse engineering, along with software solutions in the area of aftermarket supply chain, bespoke engineering applications and software maintenance & support.

Over the years, Hi-Tech eSoft has served some of the esteemed customers such as Mahindra & Mahindra, Hero Motor Corp, New Holland Tractor, Mahindra Swaraj, JCB India, Escorts, and Whirlpool India amongst many others.

Realising that the aftermarket operations can be a significant revenue generator as opposed to the traditional view of a 'Support' function, the company released two flagship solutions, e-Catalog© and Dealer Information System (DIS).

### e-Catalog©

To enable availability and utilization of engineering data,



Hi-Tech eSoft's principal competency remains in core engineering design & manufacturing and software solutions in the areas of aftermarket supply chain

e-Catalog© aids spare parts businesses against major challenges of revenues lost due to sales return, delay in order processing, sale forecasting, accurate vehicle (VIN), specific Bill of Materials(BOM), sales/ stock trends & forecasting. e-Catalog© which also comes with modules for parts ordering & dealer inventory management, is a knowledge matrix, dynamically linked to enterprise systems for exchange of various information like BOM through an integrated environment.



Rajeev Narayanan,  
Vice President

### Dealer Information System (DIS)

The DIS is a modular solution that provides rich functionalities and ready to deploy workflows for spare parts service, warranty & sales management, customer relationship management and finance. DIS also grants online call management tools to help manage customer SLAs through optimized workflows while creating a rich knowledge base of failure and warranty information.

### Developing Solutions Meeting Customer Demands

The company houses experts from automotive, off highway and heavy engineering verticals accompanied by experienced business analysts who empower architects and senior developers to develop solutions which their customers demand. Rajeev Narayanan, Vice President at Hi-Tech eSoft says, "In a hyper competitive market, business environmental and operational awareness is key to maximize every gain and control every drain. The principle tenets we adhere to are driven by our uncompromising attention to detail distilled through regular customer and dealer contact programs which help us understand both contemporary and emerging business process requirements. This reflects in the solutions we develop and deploy for our customers."

In the years to come, Hi-tech eSoft intends to meet a 30 percent CAGR and is keen to consolidate its prominence in the aftermarket solution space and establish itself internationally. In addition to the existing domains of choice, the company is evaluating similar solutions in the medical and retail space as well. **ERP**