



iScala's integration with web-based online ordering system a breeze

Shimano Australia praises iScala's ERP solution and Leading Solutions for a system that has connected seamlessly with Part Trap.



Shimano components are used by the world's best cyclists.

Shimano Brand Depends on After Sales Service

With Shimano bicycle components "almost as common on a bicycle as a front wheel", it is important to have ready availability of parts. Components are usually small in size and price, but time consuming when tracking down the correct part, which generally comes with a long part number.

Providing the company's 900 resellers with online access to easily find and order the part they require, ensures an efficient service for everyone involved in the transaction chain.

SHIMANO®

Organisation

- Importer and distributor of Shimano bicycle components.
- 4,500 different products/parts.

Challenge

- Create an efficient web-based online ordering system.
- When the Swedish Part Trap Enterprise Sales Solution was selected, connectivity to Shimano Australia's ERP system was instrumental.

Solution

- Liaise with Leading Solutions and upgrade from Scala 5.1 to iScala 2.2.
- Undertake considerable planning to arrange the parts information so that it connects seamlessly with iScala.
- Send a systems engineer to Part Trap in Sweden to learn more about the application.
- Part Trap handled the installation and iScala connectivity remotely from Sweden without any issues.

Result

- While it is cost prohibitive for Shimano Australia to have staff taking orders seven days a week, the web-based system can work 24x7.
- Resellers have a reference facility and online ordering system on their counter, which allows them to provide a more complete and efficient service for their customers.

"Changing times require

changes to our business

practices. Leading Solutions

has assisted us through this

phase of our business with

competent handling of our

requests, which has helped us

in improving our value added

service to our customers."

John Bazzano
Managing Director
Shimano Australia

For further information please contact Leading Solutions:

Victoria:

Tel: (03) 9848 8000
Fax: (03) 9848 9999

New South Wales:

Tel: (02) 9439 1155
Fax: (02) 9439 2266

Queensland:

Tel: (07) 3852 3333
Fax: (07) 3852 3330

Email: sales@leading.com.au
Web Site: www.leading.com.au