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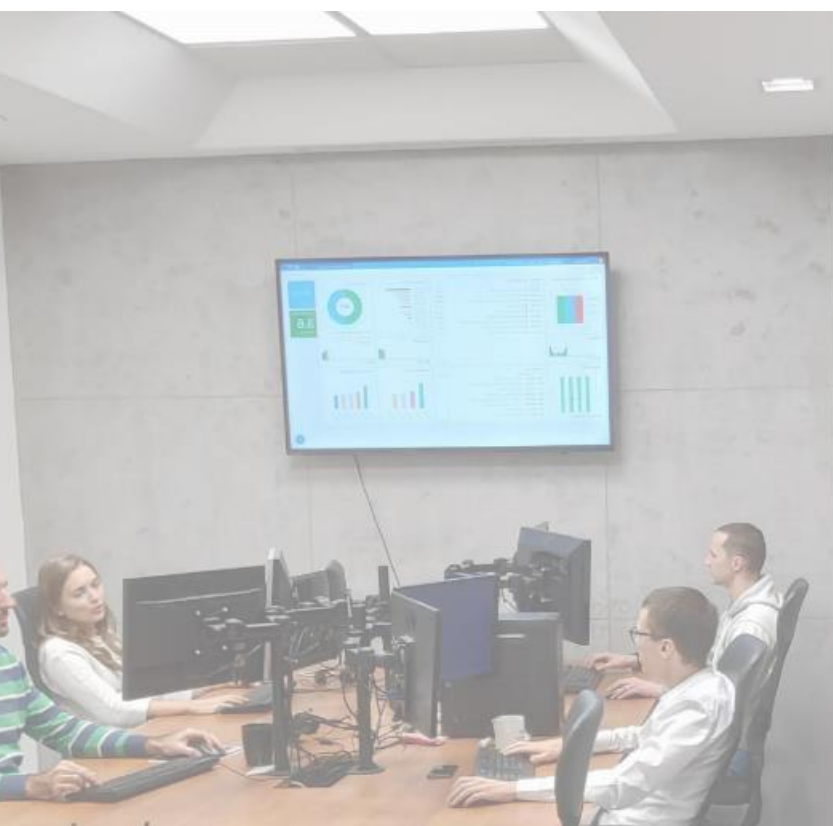
Offer – Managed service

QUANTUM-AutoMARKET

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About Company

QUANTUM-AutoMARKET is a software team specialized in the software development in the auto industry.

We started our work in 2001, as a software company created from the framework of the Quantum company, which had successfully operated in the field of the auto industry for eight years, as an importer and distributor of aftermarket spare auto parts for the passenger vehicle program. The idea to create a software department arose from Quantum's many years of experience in the sale and distribution of auto parts and the need to use the advantages of IT technology to present its own sales range.

Our main goal is to offer a comprehensive system of products and services that will improve, modernise and automate all business processes related to the processing of the assortment of auto parts, their updating, presentation and sale, and enable constant, simple and fast communication between the buyer and the seller.

The QUANTUM - AutoMARKET team is continuously working on improving its software system, in order to meet all the demands of the automotive industry market in the area of auto parts distribution.

Managed service

Managed service is a bespoke kind of service, where the management and reporting processes are conducted, related to retail, wholesale and/or data processing with the aim of facilitating the daily operations of the user.

After the initial installation of the sales platform, the user's sales channels and their data require constant attention to be up-to-date and accurate. Managed Service is a service developed with the goal of relieving the user or replacing the user's internal resources that would be dedicated to these processes. Therefore, the user receives the experience and expertise of the QUANTUM-AutoMARKET team in performing all important processes related to maintaining the accuracy and up-to-date of sales systems and corresponding data. Managed service can also include preparing and enriching existing data for TecDoc upload in the required DMM format.

Processes within the service are performed by the customer's rhythm and choice, and according to the previous agreement between QUANTUM-AutoMARKET and the user. With generated process reports, performance and needs are regularly reviewed to ensure that the focus on customer goals is maintained.

Project Description

1) Data Analysis

- Compare articles from ERP and Odyssey systems
  - download an FTP item file, insert it into a database, and compare it to articles from a webshop

  The following checks are being done:
  - articles that have internal codes in the ERP and do not exist in the webshop
  - articles that have internal codes in the webshop and do not exist in the ERP
  - check the accuracy of information, whether internal codes match in full (no spaces or special characters)
  - check double internal codes in ERP and webshop

- Analysis of new articles from export format (B2B)
  - prepare a list of new brand articles as well as brands that do not exist in the webshop, the total number, or the entire list of articles or brand names

- Articles to be deleted in the next export format analysis
  - list of all articles with generic names to be deleted

- Analysis of articles without specific information (picture, comparative numbers, vehicles, criteria, and vehicle criteria for B2B and B2C)

- List of articles with internal codes which have price zero (B2B and B2C)

- List of articles in a particular promotion per item (B2B)

- List of active customers for e-mail marketing purpose (B2B)

- Article gap analysis with missing categories (B2C)
  - collect categories associated with TecDoc item names
  - collect the total number of articles with TecDoc names in the shop
  - compare two lists and prepare a file with item names that need to be linked to the appropriate category

- Create a monthly report that would include a description of the procedure (what has been verified and how many times) and excel file with problematic articles

2) Data Management

- Troubleshooting data gaps
  - Articles import that are missing in the webshop and assign an internal code, price, and quantity from ERP
  - delete articles that do not exist in ERP (B2B and B2C)
  - resolving articles with double internal codes
  - add internal codes to new articles from Export format with the rule of the first three characters of the brant + article number (trimmed, no space) (B2B and B2C)
    Note: The user is required to provide a list of brands, as well as to send any new brand added to the ERP.
  - adding deleted TecDoc articles as user articles (with analysis, no pictures) (B2B and B2C)
  - link categories to recommended item names (B2C)
- Creating report

3) Front-end management

- Analysis of main pages (once a week), whether all elements are loaded, all pictures are there, heather images, checking URLs in heather and footer, adding and modifying page URLs
- Category Analysis
- Analysis of articles without prices/wrong prices
  - check night price updates in the webshop, update status, and check if new prices have been applied in both systems (B2B and B2C)
- Check for translations on pages, add, and change (for aftermarket webshop)
- Home Page Maintenance (B2B)
  - Add products that a user wants to emphasize, edit pictures on the home page, set promotional offers. Note: Creating banners and images for promotions is a user's obligation.
- Placing promotions and banners, creating promo coupons, placing promotions on the front end (B2C) Note: Creating banners and images for promotions is an obligation of the user.
- Create a monthly report

Offer

The following segment contains the offer for the Managed Service with price specification.

The standard cost of development is *€100* per person per hour.

The standard support price is *€50* per person per hour.

Monthly fee

The monthly fee is the amount paid each month, which covers the cost of the process according to the details below.

1) Data analysis: € 400

   ✓ Compare articles from ERP and Odyssey system
   ✓ Analysis of new export format articles (B2B)
   ✓ Analysis of articles to be deleted in the next export format
   ✓ Analysis of articles without specific information (picture, comparative numbers, vehicles, criteria, and vehicle criteria for B2B and B2C)
   ✓ List of articles with internal codes and with price zero (B2B and B2C)
   ✓ List of articles in a particular promotion per article (B2B)
   ✓ List of active customers for e-mail marketing (B2B)
   ✓ Article gap analysis with missing categories (B2C)
   ✓ Create a monthly report that would include a description of the procedure (what has been verified and how many times) and an excel file with problematic articles

2) Data management: € 300

   ✓ Troubleshooting data gaps
   ✓ Create report

3) Front-end management € 400

   ✓ Main page analysis (once a week)
   ✓ Category Analysis
   ✓ Analysis of articles without prices/wrong prices
   ✓ Check for translations on pages, add, and edit (B2C)
   ✓ Home Page Maintenance (B2B)
   ✓ Setting up promotions and banners (B2C)
   ✓ Create a monthly report

Belgrade, 06.10.2022.

QUANTUM-AutoMARKET