syncron D2D

Unlock the aftermarket parts potential
across your dealer network

Leverage your dealer network to fulfill backorders

What's worse than having your asset down for maintenance? The maintenance provider not having all parts available and needing to backorder a part to complete the maintenance. Unfortunately, this is an all too common occurrence due to factors such as ongoing challenges with supply chains. As a maintenance provider in this situation, there's a good chance you may have lost that customer's business for good. An efficient Dealer to Dealer (D2D) solution can help mitigate these parts shortages and improve customer service by leveraging dealers as an extension of your supply chain.

Syncron D2D is a cutting-edge software as a service (SaaS) solution created for OEMs who want to avoid delays in fulfilling end-customer orders and maintain target service levels across their entire retail inventory management (RIM) supply chain.

Syncron D2D modules

Backorder Recovery – Triggers a comprehensive dealer network stock search and automatically sends requests to dealers, minimizing the end-customer wait time to receive the ordered part.

Item Locator – Provides easier access and better visibility by finding your parts and returning quantities and locations in the dealer network.

Minimize Cost of Returns

Fulfill dealer orders by reusing parts that would otherwise get returned to the distribution center.

Increase Customer Satisfaction and Brand Loyalty

Reduce the chance of losing a customer sale by making parts available to fulfill backorders.

Decrease Overall Network Inventory

Reduce obsolete inventory that ties up space and capital by automatically fulfilling orders through alternate dealers.

Provide Same Day Delivery

Reduce the time it takes for an end customer to receive an ordered part by offering same-day delivery within 24 hours.

Up to **38%**
increase in backorder fulfillment

Up to **50%**
reduction in your future part returns

Up to **20%**
reduction in your obsolete stock in the entire dealer network

SOURCE: CARLISLE GROUP - NORTH AMERICAN PARTS BENCHMARKING STUDY

Syncron D2D displays all the information dealers need to make more informed decisions. It allows end-users to quickly confirm requests, increasing acceptance rates and service levels across the entire dealer network.

Core capabilities

Use Retail Inventory and D2D synergy to your advantage

Optimize inventory and better utilize dealer stock.

- Reduce end-user downtime by eliminating the need for manual backorder fulfillment procedures
- Improve horizontal interaction at the dealer level of the supply chain to maximize dealer stock utilization
- Use inventory optimization and demand forecasting capabilities to optimize stock levels
- Gain visibility into stock availability in the entire dealer network using the D2D Item Locator

Reduce customer wait times

Minimize customer wait time for an ordered part and become more proactive with services and repairs. With D2D Backorder Recovery, you can:

- Perform a complete dealer network stock search with an automatically triggered D2D process, improving your backorder recovery
- Identify potential sellers in the network and notify your dealers about the part request
- Validate the incoming order lines and check if the dealers and items are eligible for the D2D process
- Minimize transportation costs, time, and environmental impact by optimizing inventory beyond the OEM distribution centers network

Seamless user experience for Dealers

Accessing all the necessary request information in the D2D portal allows your dealers to make informed selling decisions.

- View D2D requests with RIM functionality in the same UI
- Automate transactions between dealers
- For each request, Confirm/Reject buttons are displayed for quick decision-making
- Check the tracking number and external ID information for confirmed D2D order lines
- Improve response rates by setting cut-on and cut-off times on the warehouse level to define the time ranges for D2D order processing

D2D mobile app features for active decision making

Revitalize dealer participation and facilitate transactions between independent dealers more efficiently with our new D2D mobile app.

- Allow your dealers to confirm or reject D2D requests with convenience
- Incorporate push notifications to increase dealer participation
- View D2D requests status and their details to engage in more real-time interaction

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Our core industries:

Automotive, Construction & Mining, Agriculture, and Industrial Equipment

Syncron Inventory named a Leader
in the IDC MarketScape: Worldwide Manufacturing Service Parts Management Applications 2021-2022 Vendor Assessment

INVENTORY
A LEADER
2022

Start the conversation today!

Whether you're interested in a strategic conversation, value assessment, or technical demo, our team can't wait to speak with you!

Learn more about Syncron Retail Inventory and how it can work for your business at syncron.com/retail-inventory

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Syncron empowers leading manufacturers and distributors to capitalize on the world's new service economy. With our industry-leading investments in AI and ML, Syncron offers the first, innovative, customer-endorsed, and complete end-to-end intelligent Service Lifecycle Management solution portfolio, encompassing service parts inventory, price, warranty, and field service management. Delivered on the Syncron Connected Service Experience (CSX) Cloud, our solutions offer competitive differentiation through exceptional aftermarket service experiences, while simultaneously improving aftermarket business profitability. For more information, visit syncron.com.