



MINCOM 
Experience asset intensity.

Mincom LinkOne
for Manufacturing

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Always find the right part. Right away.

Mincom LinkOne is a graphical content delivery solution that provides correct and timely part information to a large and geographically dispersed network of dealers and operators.

The Industry Challenges

In a business where aftermarket revenue can exceed original product sale revenue, the relationship between manufacturer and dealer/operator is a vital one. Therefore, the ability to manage aftermarket sales is critical in industries that sell and support capital equipment.

Providing up-to-date product information is key to maintaining an effective supply chain, not only between the manufacturer and dealer/operator, but also the dealer/operator and the customer. While sounding simplistic in theory, there are many hurdles facing manufacturers in achieving this goal.

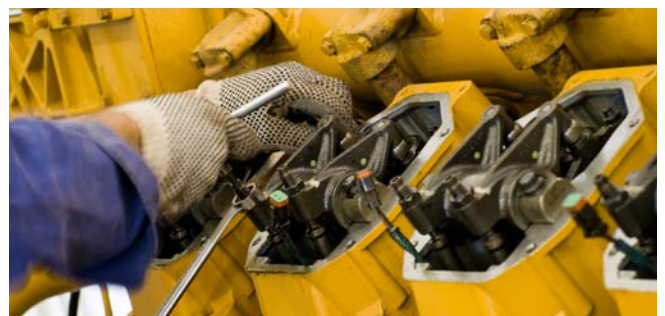
The dealer/operator network needs to have access to the latest information to make the right purchasing and maintenance decisions. However, inefficiencies surrounding the production and distribution of maintenance manuals, service bulletins and parts catalogs are many.

Getting correct and timely information out to what is often a large and geographically disbursed network of dealers/operators is an unenviable task, and one which many manufacturers struggle with. For every day of delay, and for every incorrect part ordered, aftermarket revenue is lost.

The Solution

Mincom LinkOne has overcome many of the challenges that manufacturers face each and every day in delivering the most up to date information, as soon as it is available, in an easy to use graphical format. Using Mincom LinkOne, dealers/operators can access all of the manufacturer's latest maintenance manuals, parts catalogs and service bulletins easily, allowing them to accurately identify and procure the correct replacement parts that they need to fulfil their customers' requirements.

Mincom LinkOne takes all relevant product information and compiles it in a way that allows dealers/operators to drill down into a complex assembly. Whether it is an earthmover, nuclear power plant, locomotive or engine, users can graphically traverse the entire assembly down to a single bolt in seconds in order to obtain the correct part number.





Additionally, the manufacturer's procedural documentation, instructional videos, updates and safety warnings can be attached at a location where the dealer/operator personnel will be looking for them. Mincom LinkOne can leverage any information you have, whether it is paper or electronic. Mincom LinkOne is truly the ultimate step in content delivery.

The Benefits

Mincom LinkOne is about leveraging your existing product information to realize:

- Increased revenue from spare parts sales.
- Decreased operational costs due to fewer maintenance delays and warranty claims.
- Increased operating efficiency through the dealer/operator/network.
- Enhanced customer retention resulting from improved customer service.
- Improved management of stock levels by avoiding incorrect parts ordering.

About Mincom LinkOne

Mincom LinkOne is software for creating graphical parts catalogs that helps users find the right part, first time, every time. A world leader in graphical content creation, distribution and access, Mincom LinkOne has the unmatched power to link graphics with parts lists and rich text to easily produce electronic catalogs and graphical maintenance manuals.

Mincom LinkOne's superior publishing, distribution and viewing system makes all forms of electronic parts and service information available at the touch of a key via the Internet, intranet or CD.

Available parts and service information includes:

- Parts catalogs
- Repair manuals
- Operating and commissioning instructions
- Maintenance and repair procedures
- Visual operational aids, such as video clips
- Product alerts and safety bulletins
- Product updates and notices

Mincom LinkOne's flexibility comes from:

Continual Updates

Mincom LinkOne allows your dealers/operators to regularly check for content updates over the Internet to maintain the latest information at all times.

Warnings and pop-up notes

Mincom LinkOne links graphics with up-to-date manufacturer information, design changes, safety advice and warnings where necessary, within documentation.

Mincom LinkOne speaks your language

Multi-national operation? No problems. Mincom LinkOne speaks your language ... English, Dutch, French, German, Italian, Japanese, Spanish and many others and has partners worldwide who can provide local support.

Publish Once, View Anywhere

Mincom LinkOne content is only produced once but can be utilized, either via the browser interface Mincom LinkOne WebView, or with the PC application Mincom LinkOne WinView, allowing maximum reuse of the published content.





About Mincom

Mincom is a global software and services provider that delivers solutions critical to businesses in asset intensive industries such as mining, defense, public infrastructure, energy, and oil and gas. Leveraging 30 years of deep experience in these industries, Mincom thrives on helping our customers successfully optimize the performance of their assets, their people, and their businesses as a whole.

With a global reputation for technical excellence and a team of highly knowledgeable and passionate people, Mincom goes where no other solutions provider goes: to the ends of the earth to deliver solutions that integrate business processes, improve insight into operations and reduce costs for our customers. Spanning more than 40 countries across North America, South America, Australia, Asia, Africa, and Europe, Mincom solutions run some of the world's largest private and public enterprises.

To learn more about Mincom visit www.mincom.com or contact a Mincom sales representative today.