



Ordering Spare Parts online



The German company JUNG PUMPEN produces quality pumps and pump stations for the drainage of houses and terrains and for large projects of industries and parishes.

Due to the durability of the pumps produced by JUNG the sale of spare and wear parts to dealers and end users is an important field of business for the company. In the past orders of this type were made on the phone or by fax and quite often required further, time-consuming inquiries by JUNG staff.

To considerably optimise these processes and to meet the customers' demand to place orders at any time on the Internet, Jung Pumpen opted for an online catalog for their spare parts.

Search by exploded views

To enable customers to find the relevant product as quickly as possible, they start by first identifying the pump they need the spare part for, and are then given an exploded view of the pump. Clicking on one or more spare parts of the drawing places these parts in a shopping

basket. It lets the customer easily place the order from within the application.

Easy migration of legacy data

JUNG already stored their product data in a well-structured fashion in an MS-Access database. The structure of the product data was complex since both the pumps and the spare parts (i) had different technical data, (ii) a spare part could be used for various pumps and (iii) there were several versions of pumps. In the MS-Access database all these combinations were stored, so that some database tables held several thousand rows.

Redundancy-free data storage

By storing product data efficiently and with various relationship types, the ANTEROS catalog system guarantees that all products are maintained only once in the system. Therefore there's no need to update each variant of a product separately.



„With the online spare parts catalog, we provide a better service to our customers in two ways. It lets them submit precise orders for spare parts with just a few clicks so that our staff is freed from contacting the customer and ask him to exhaustively specify which variant of article he needs. Second, our staff can spend the time so saved dealing with requests that really require expert knowledge. ANTEROS is a software that enables users to search our highly complex product portfolio in an intelligent way, and makes update work for us easier.“

Rainer Kottmann,
Director Customer Services
JUNG PUMPEN

