

LinkOne for manufacturers  
The graphical parts and content delivery  
solution for complex machines

# Always find the right part – right away. LinkOne offers publishing and content delivery tools so you can provide timely and up-to-date information to your dealers, customers, and end users.

## The industry challenge

In a business where aftermarket revenue is just as important as new product sales, the relationship between manufacturer and dealer/operator is a vital one. The ability to manage aftermarket spare parts 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 between the dealer/operator and the customer. It sounds simple in theory, but 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, there are many inefficiencies surrounding the production and distribution of maintenance manuals, service bulletins and parts catalogs.

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 that many manufacturers struggle with. For every day of delay, and for every incorrect part ordered, aftermarket revenue is lost.

## The solution

LinkOne overcomes 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. With LinkOne, dealers/operators can easily access all of the manufacturers' latest maintenance manuals, parts catalogs and service bulletins, allowing them to accurately identify and procure the correct replacement parts that they need to fulfill their customers' requirements.

LinkOne compiles all relevant product information in a way that allows dealers/operators to drill down into a complex assembly. Whether it's heavy mining equipment, a power plant, locomotives, engines, pumps or wiring diagrams, users can graphically traverse the entire assembly down to a single component part in seconds 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. LinkOne can leverage any information, whether it is paper or electronic. LinkOne is truly the ultimate step in content delivery.

## The benefits

LinkOne leverages your existing product information to realize:

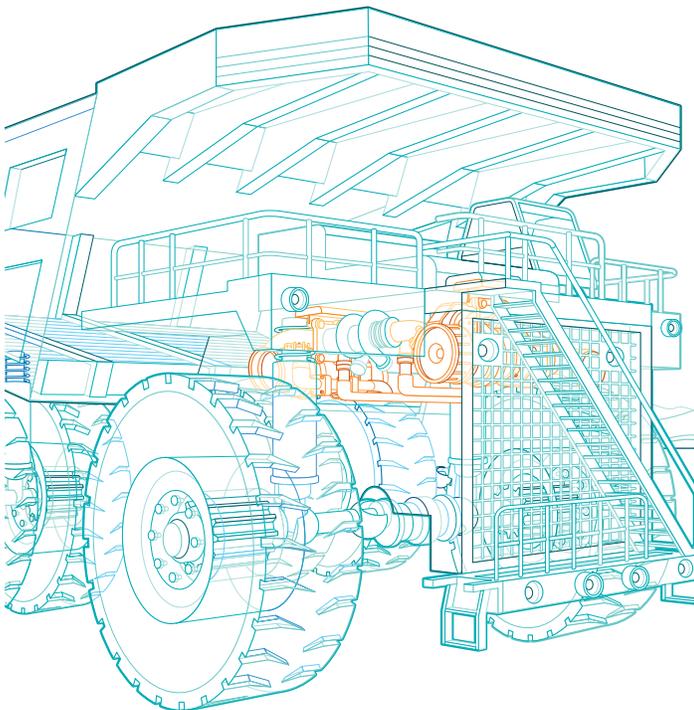
- Increased revenue from spare parts sales
- Decreased operational costs due to fewer maintenance delays and warranty claims
- Increased operating efficiency through the dealer/operator/network
- Enhanced customer retention resulting from improved customer service
- Improved management of stock levels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

## About LinkOne

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

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



Whether it's mining equipment, a power plant, engines, pumps, locomotives or wiring diagrams, users can graphically traverse the entire assembly down to a single component part in seconds.

#### **LinkOne – ultimate flexibility**

**Continuous updates:** 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:** LinkOne connects graphics with up-to-date manufacturer information, design changes, safety advice and warnings where necessary, within documentation.

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

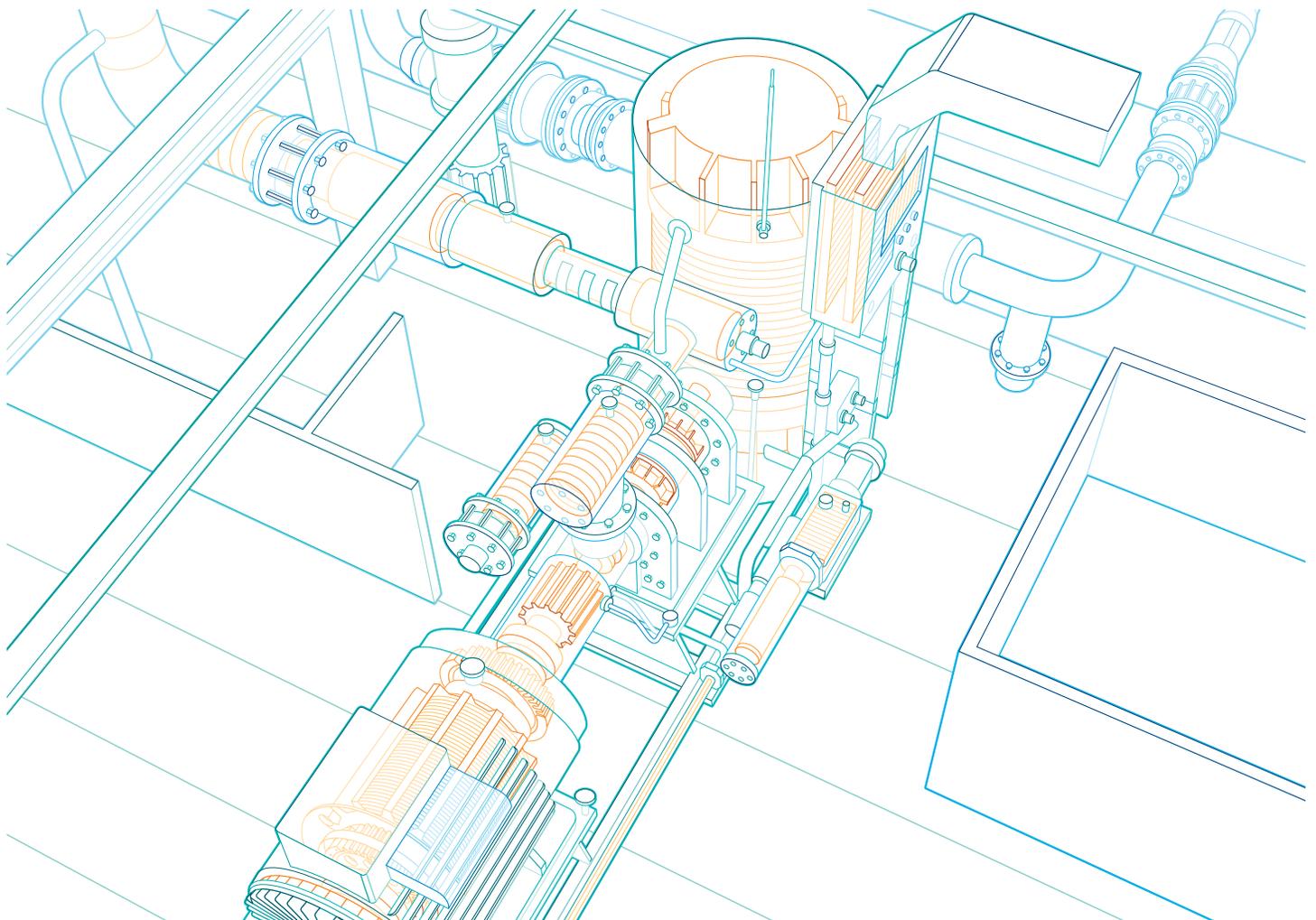
**Publish once, view anywhere:** LinkOne content is only produced once but can be utilized anywhere, via either the web browser or as a desktop application, allowing maximum reuse of the published content.

#### **About the Enterprise Software Product Group within ABB**

We provide industry-leading software and deep domain expertise to help the world's most asset-intensive industries such as mining, energy, and utilities solve their biggest challenges, from plant level, to regional network scale, to global fleet-wide operations.

Our enterprise software portfolio offers an unparalleled range of solutions for asset performance management, operations and workforce management, network control, and energy portfolio management to help customers reach new levels of efficiency, reliability, safety and sustainability. We are constantly researching and incorporating the latest technology innovations in areas such as mobility, analytics and cloud computing.

We offer unmatched capabilities to integrate information technologies (IT) and operational technologies (OT) to provide complete solutions to our customers' business problems.



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