



How NC slashed spare part order time and overheads thanks to CADshare



"Any changes we make to the manuals due to obsolete/superseded parts or engineering improvements are instantly deployed to our customers. So I know they are always looking at the latest information."

David Kelso, *Parts Engineer at NC*

The Client

NC Engineering



NC Engineering is a diversified manufacturing firm producing a wide range of machinery for the construction and agricultural industries. Committed to delivering quality products, the company is known for its pursuit of innovation.

Their products are sold globally via an extensive network of dealers who provide front-line support for identification and ordering of parts.



Their challenges

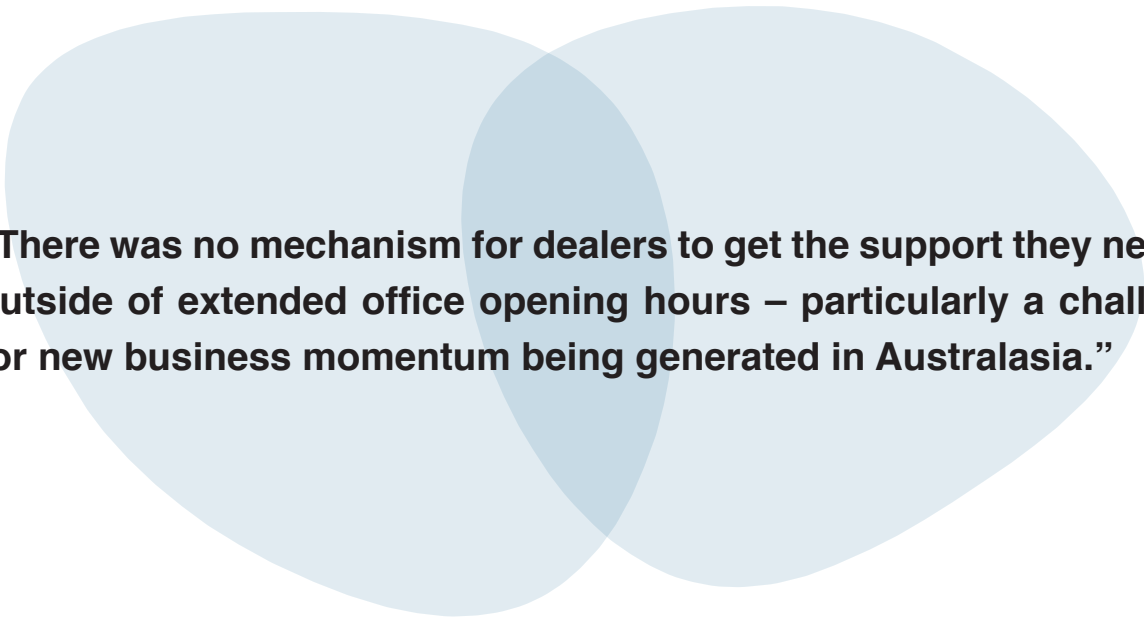
Customers and dealers frustrated by difficulty in identifying spare parts

As NC Engineering began to grow rapidly, their customer service processes began to show signs of strain. Supplying a part quickly once identified was no problem to their knowledgeable staff - but getting to that point was proving frustrating for everyone.

- * Customers and dealers alike struggled to find **accurate parts information** and **identify parts correctly**
- * **Dealers** were limited to NC office hours for access to support
- * Each order required **manual checking** for errors

Aftersales staff were constantly swamped with parts sales and support calls, often running serial numbers, sharing photographs and cross referencing BOM data from internal systems before a requested part could be reliably identified.

Even once parts had been ordered, errors were so frequent they were forced to have engineers perform manual checks on every order before it went out.



“There was no mechanism for dealers to get the support they needed outside of extended office opening hours – particularly a challenge for new business momentum being generated in Australasia.”

The CADshare Solution

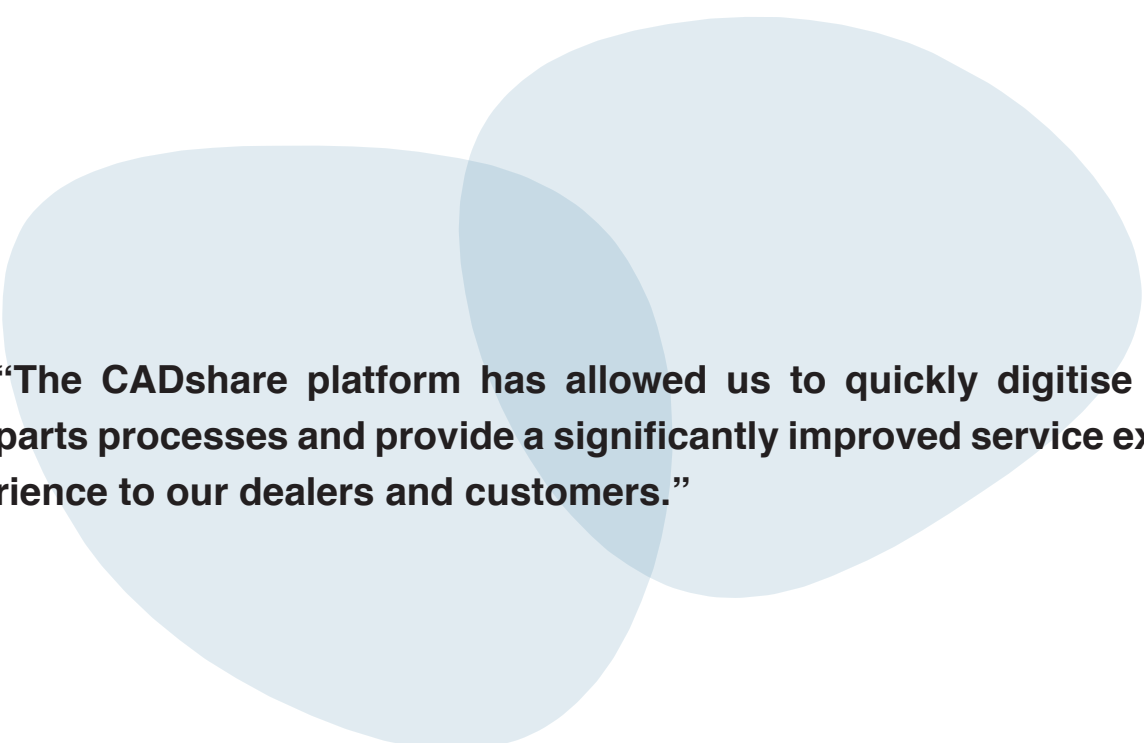
24/7 Online parts portal for over 100,000 purchasable parts

NC Engineering wanted to use CADshare to digitise the parts data for their entire fleet of construction equipment - and they wanted to achieve it within 3 months.

Our team worked with NC Engineering throughout, providing guidance and input as they used CADshare to create a full suite of interactive 3D spare parts manuals for each machine in their range - all within their desired timeframe.

NC required:

- * Instant online access to parts information for dealers 24 hours a day
- * 100% trust in the data so manual checks could be scrapped
- * Ability to quickly and easily update information



“The CADshare platform has allowed us to quickly digitise our parts processes and provide a significantly improved service experience to our dealers and customers.”

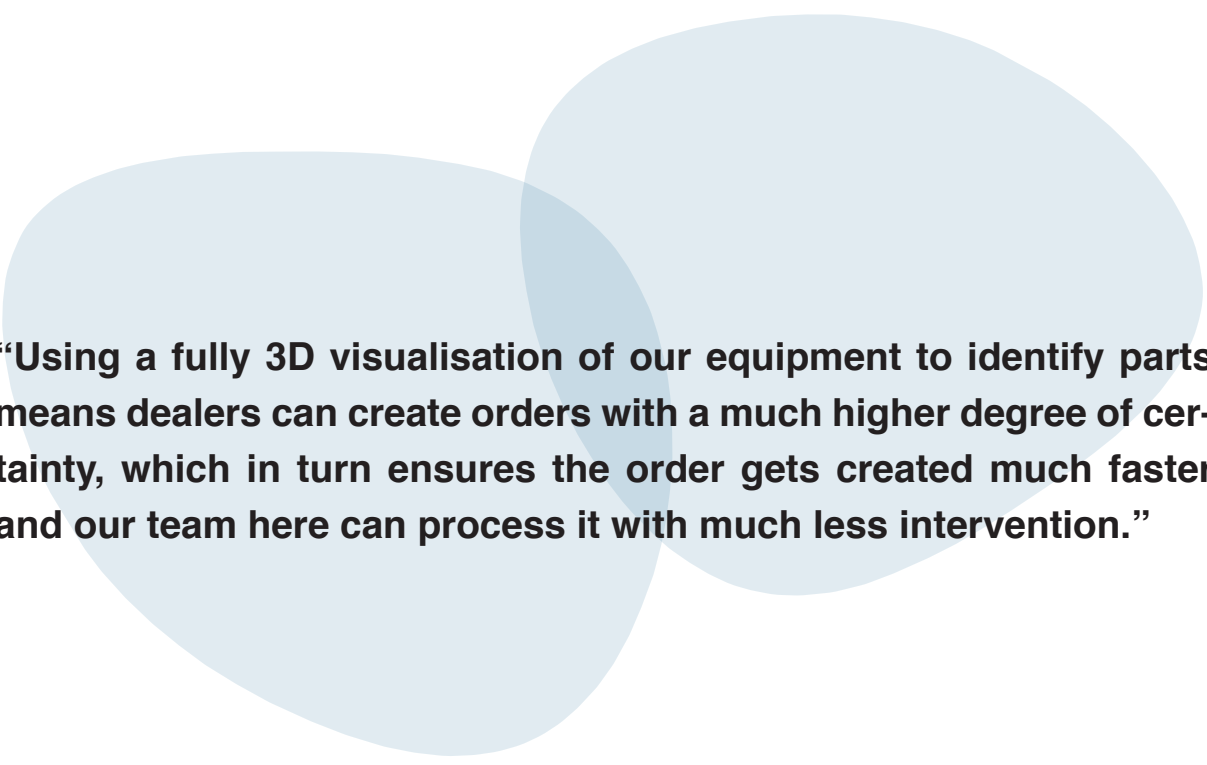
The Result

Time to order reduced by up to 75% for their most challenging requests

NC Engineering now offers a **24 hour online parts portal** to their dealers that includes access to over 10,000 purchasable parts across their range of site dumpers and telehandlers.

Their global network of dealers has instant access to the right parts data they need to provide comprehensive front line support to their customers. Using CADshare, time to order has reduced by an **average of 20%** and **up to 75% in some cases** for more challenging requests.

Orders are processed and shipped much faster thanks to linking parts data to equipment serial numbers. It means dealers can identify the right parts and the NC Engineering team is less reliant on manual checks on every order, which gets the parts out quicker and everyone is happy.



“Using a fully 3D visualisation of our equipment to identify parts means dealers can create orders with a much higher degree of certainty, which in turn ensures the order gets created much faster and our team here can process it with much less intervention.”



Making aftermarket **accurate, efficient and profitable** so you can grow and compete in global markets.

Book a free call to find out how CADshare could transform how you do business.

