



A practical solution for a real problem:

**Parts identification with AI for
your customer service agents**

Customer Service Challenges

Ideally, your Customer Service solution helps to facilitate, optimize and automate processes. Qualitative processes and data are crucial for Customer Service Management. Incorrect or ambiguous data collected via queries or tickets result in lengthy query loops. They require process deviations that harm the efficiency of the entire service.

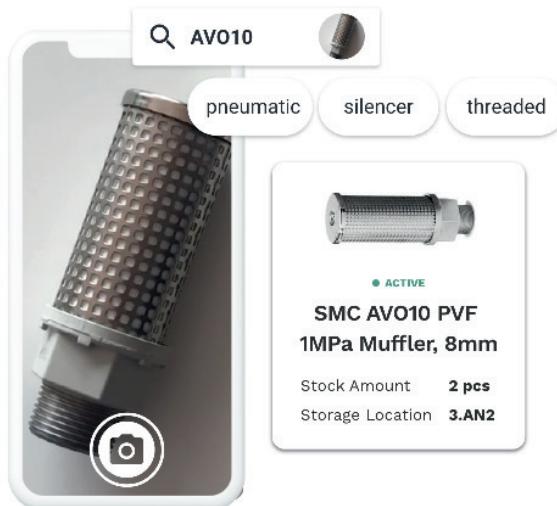
Spare part identification offers a perfect example. Customers must deal with many parts in plants, machines, or buildings every day. In some cases, they already know which part needs to be replaced in advance. Often enough, however, it's not clear, and the search for the correct spare part becomes a challenge. That's where they contact the manufacturer to ask customer service agents for help.

According to customer studies, one support call approximately lasts between 14 to 30 minutes, until the part is identified correctly. In such situations, even experienced service teams sometimes reach their limits and field service technicians cannot complete their job on-site. On customer side, this harms KPIs such as First Time Fix Rate or Truck Rolls, and the manufacturer has to deal with high hotline workload and impatient and unsatisfied customers.

The Game Changer

Let us introduce you to Partium.

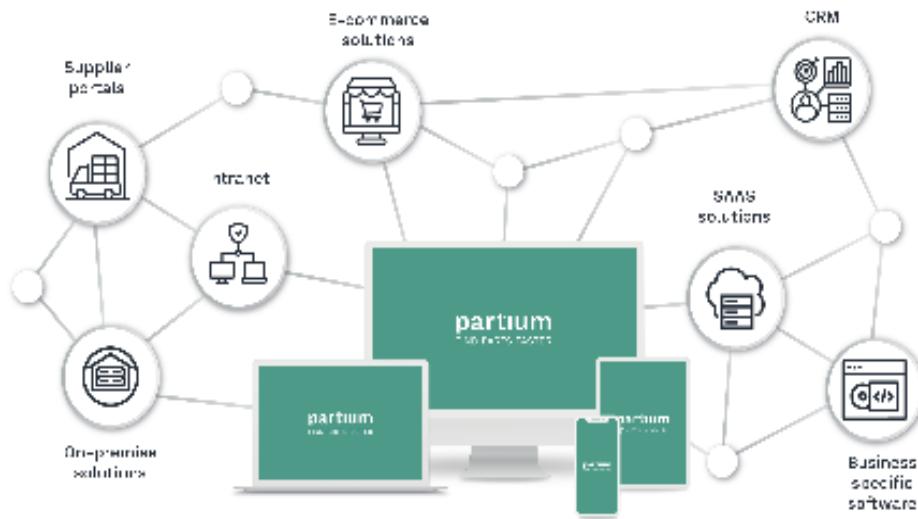
With Partium, users can search for and identify spares in an easy, fast & reliable way – by only using your smartphone camera. Field Service Technicians, After Sales & Service teams and their customers can take a picture of the part they are looking for, and the Partium Enterprise Part Search shows them the correct or other equivalent parts.



If demanded by the customers, Partium offers a (human) verification possibility: After successfully identifying the AI, the search result can also be verified and confirmed by a human expert. This is the reason why Partium is the real deal for most of our customers working in the Aftersales & Service field. Now they have a solution that enables customer service and help desk teams to identify parts and components right away for the first time. Usually, material and material numbers can only be explicitly determined after lengthy identification procedures.

Another special feature of Partium is that parts can be identified, no matter the condition they are in. Partium also finds built-in, worn, damaged, or dirty parts without a label, QR-code, or another significant identification mark.

The Partium Enterprise Search is available as a stand-alone app or integrated into website and desktop solutions and popular field or customer service software.



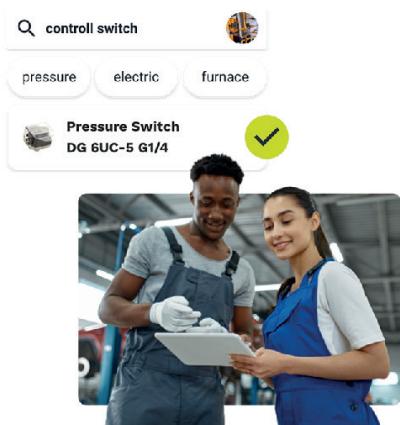
Users benefit from a reliable solution that supports them to find the correct part within no time. Partium reduces internal or external queries and other process deviations to identify the right amount drastically and increases the quality of tickets, inquiries, and orders significantly.

How exactly does the Partium search work?

Partium has been specially developed for the search in industrial environments. To receive the best search results possible, Partium combines different search modalities. Master data, especially data from EAM or ERP systems, is crucial for our approach.

Master data enhancement

Avoid the complexity of Master Data and Product Information Management; our team of experts in spare parts coupled with our AI systems enriches and expands your master data (e.g., abbreviations, locations, color, size,...) to unlock users to search naturally.

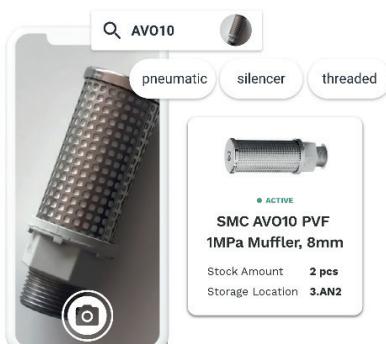


Semantic search

Partium uses the enhanced master data for its semantic search. This search offers a lot more than only a basic text search. Users can add attributes, features, and other describing keywords to find the right part.

Visual search

27% of the time, users can't find the right words to describe a part. Partium allows users to snap a picture of the part or use a picture received from another person.



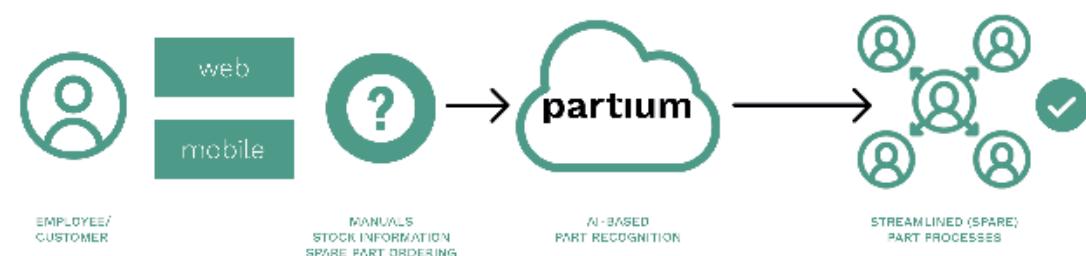
Customer Service platforms & Partium

Partium is the perfect addition to Customer Service Management systems to avoid lengthy spare part searches, incorrect orders, and frustration when searching for parts. At the same time, it increases the process quality.

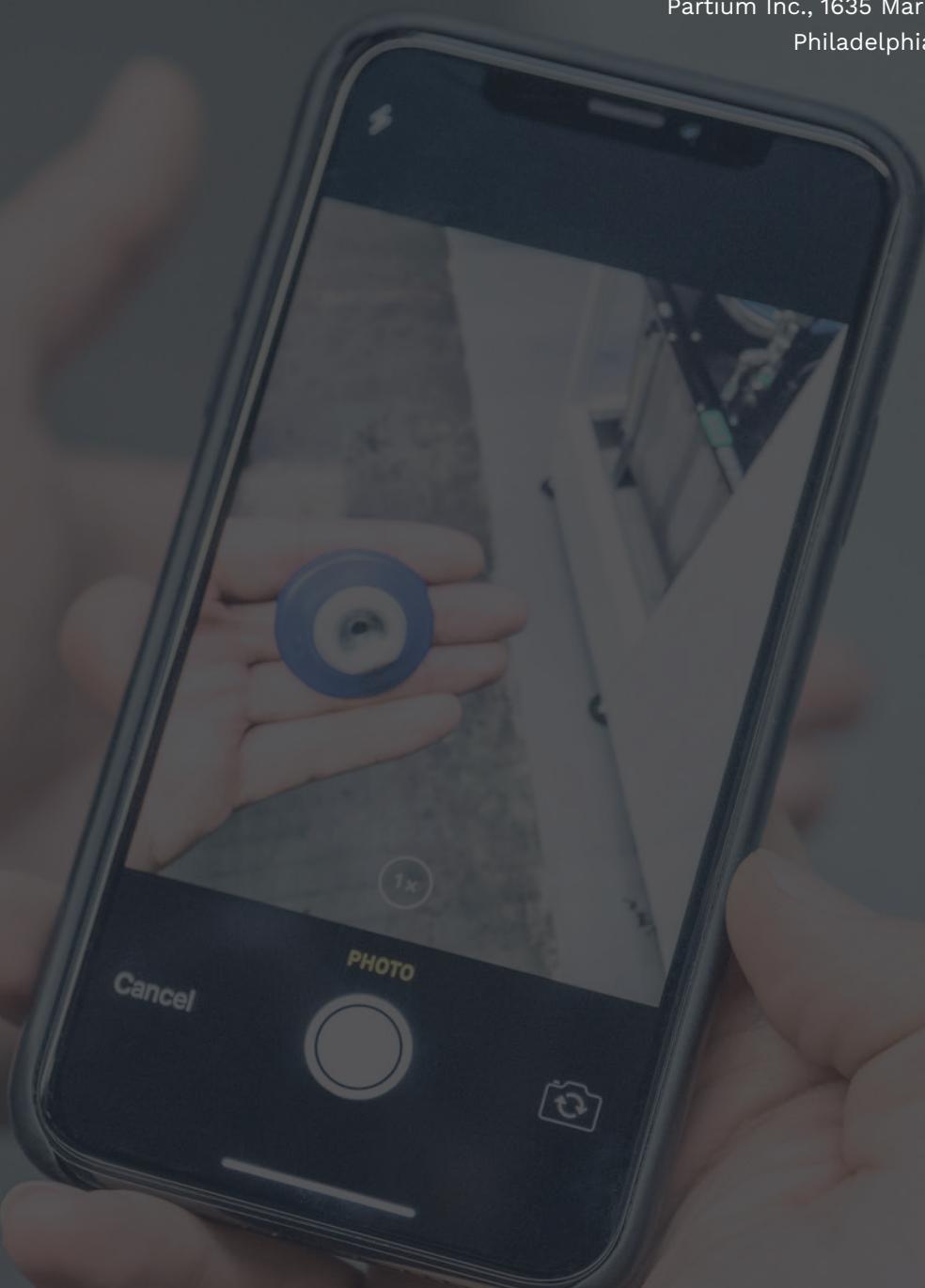
Here you can see all the benefits at a glance:

- Enhanced productivity due to faster spare part identification
- Qualified spare part identification queries
- Reduced hotline workload
- Scale customer support easily
- Location-independent access to data via mobile devices
- Increased first-time fix rates, reduced downtimes for customers
- Fast and transparent process execution
- History & insight into every customer interaction
- Positive digital experiences for your customers
- Satisfied customers
- More up- & cross-selling potential

With Partium, users can directly access the in the system defined process landscape via the physical part.



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Do you want to learn more?

In case you have any questions about AI-based
spare part search, feel free to send a message to:

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