DRS – DEALER RENDERING SYSTEM

The Dealer Rendering System, identified with the acronym DRS, is an application which, within the Automotive industry, makes it possible to request, manage and analyse materials returned by the sales, dealers and repair-shops network, optimising the reverse logistics process and automating processes for identifying responsibilities for faults.

AUTOMATION OF PROCESSES

The system is organised in a set of components that allow the isolation and therefore management of the various phases of process automation in a more efficient way.

- **Configurator** that manages the configuration of the materials to be requested from the network, the management of the data exchange with other business systems and logics relating to the mapping of requests and destinations of materials

- **Guarantee / Out of Guarantee Network** that automates the process of generating transport documents for sending materials by the authorised dealers/repair-shops

- **Logistics** that makes it possible to simplify the operations involving the receipt, sorting and analysis of all materials received at the warehouse from the network

- **Diagnostics** that manages in-depth diagnoses and tests carried out on materials in the laboratory to allow economic compensation to be obtained from the supplier.

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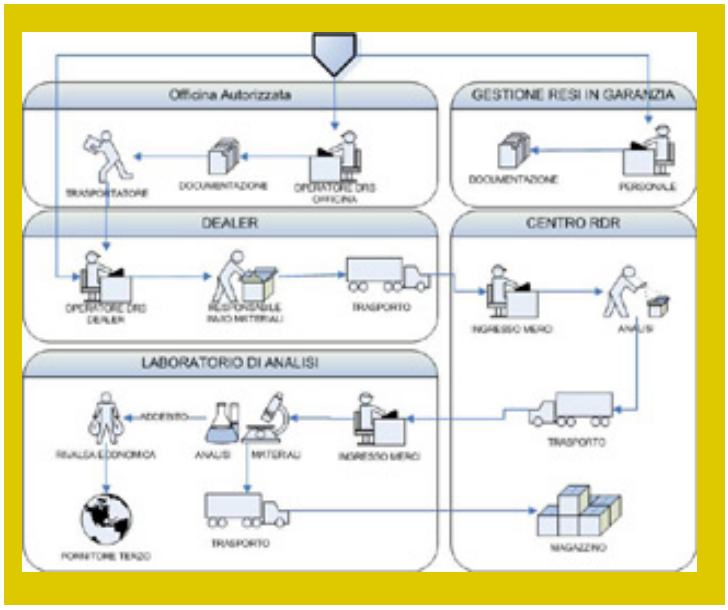

The system is part of the application suite for quality management and is also an integral part of the reverse logistics system. In this area, in fact it manages delivery notes, the storage of damaged materials and their handling inside the RdR (Returns from the Network) centre. Considering the many objectives, the application had to meet different requirements including:

- **accessibility and usability,** typical of the Web 2.0, required to enable dealers and repair-shops using the system without technical difficulties.
- **stability and performance** in order to ensure a high productivity level of operators who analyse materials inside the Rdr centre (returns from the network).

TECHNICAL FEATURES

The application is composed of two software components: a Web application and a service that resides in the database server.
Details follow of the main features of the application:

- AJAX interface for greater user experience
- Real-time generation of documents in the major formats
- Management of concurrent access via implementation of robots to statusses that guarantee total data consistency
- 3-layer-structure to ensure high level maintainability
- Use of the most recent Microsoft technologies (.NET 2.0, SQL Server 2005)
- Integration via Web services with DHL information systems to manage picking-up requests of materials straight from inside the application
- Integration with legacy authentication systems
- Integration with the main IT systems for management of complaint reports

USAGE DATA

- An average of 600-700 concurrent users
- More than 120 entities managed actively (Materials, Suppliers, Invoices, etc.)
- Live since 2006
- Used in Europe by foreign markets (other countries are still in the implementation phase)

Mission.

Development of Application Solutions and supply of System Integration services for Process and Production Activities Management within the sphere of the Manufacturing Industry.

Architecture and Process Consultancy.

Support for the definition of the architecture evolution, according to the most innovative paradigms (ISA, Manufacturing Intelligence, Factory Integration, etc.)

Definition of application solutions in support of Production Processes (e.g.: introduction of Lean Manufacturing, Quality on SPC based, OPC Integration, etc)

"Turn Key" projects

Implementation of "Functional I.T. Components" of Management of Processes and Manufacturing Systems, according to the classic "Project Life Cycle" system, using the most state-of-the- art technologies and packages.

Support services

Application Management & Maintenance

Availability 5(7)x24

Training

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