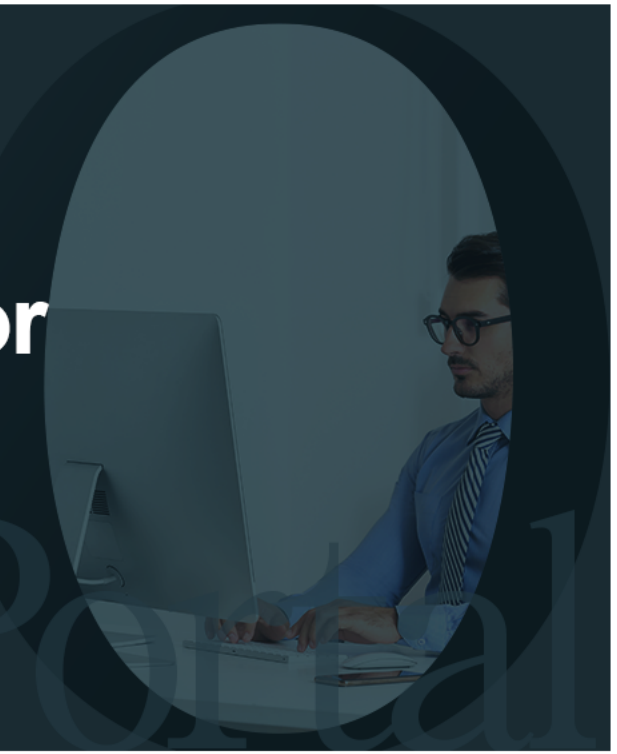
MOVE THE WORLD FORWARD

MITSUBISHI HEAVY INDUSTRIES GROUP

Mitsubishi Compressor After-sales Portal



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1 General instruction of After-sales Portal

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1. General instruction of After-sales Portal

After-sales Portal (AP):

1. Communication platform between Customer and MCO
2. Knowledge database for such as documents, technical bulletin, Recommendations, etc.
3. Helps to save time by easy-access to informations.
4. Offers services for turnaround with time flame.
5. Available 24/7.

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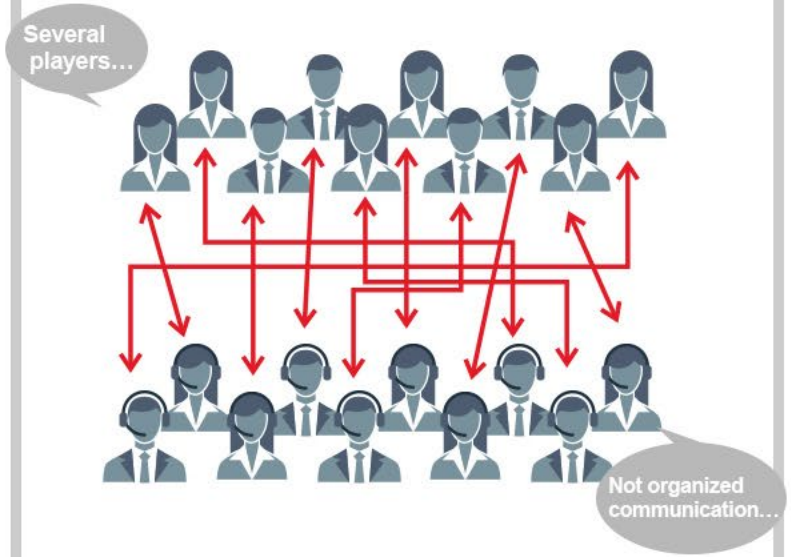
1. General instruction of After-sales Portal

? Before — Improvement needed

Case01

Communication between Customer and MCO



Case02

Whom to contact?

Case03

Document share

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1. General instruction of After-sales Portal

After

- Helps to save time by easy-access to any information.
- Bring your inquiry promptly to appropriate engineer in MCO.

Customer

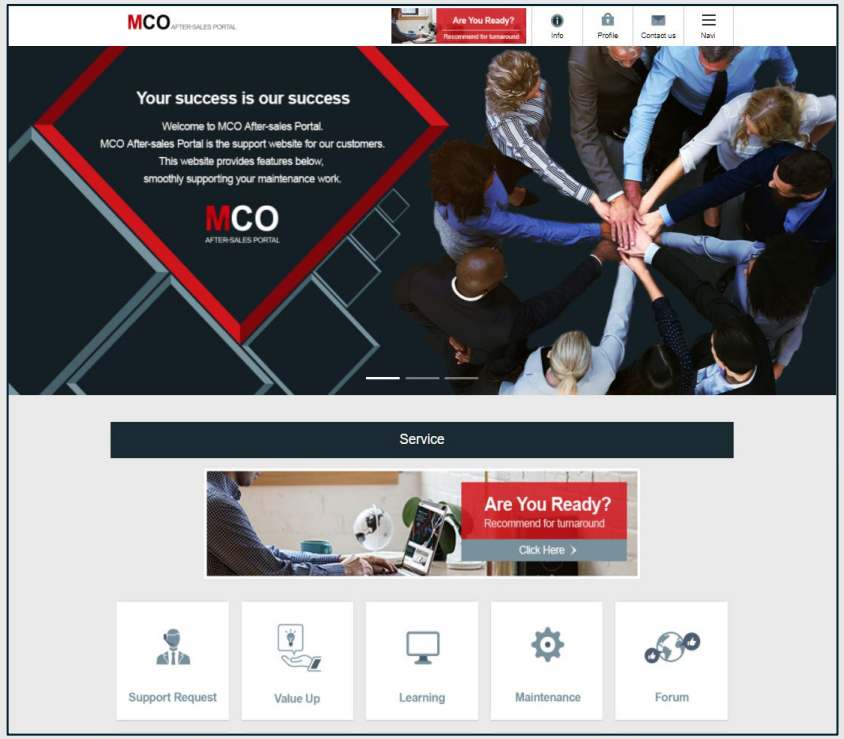
MCO AFTER-SALES PORTAL

Case01
Information and logs you need are stored in AP, and effective communication could be through AP.

Case02
Once users post request, MCO's manager distributes to appropriate person in MCO.

Case03
Once AP has document, users can access and refer to the document anytime.

MCO Support



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1. General instruction of After-sales Portal

Notify services offered with schedule up to next planned turnaround.Once starting date input, the scheduler shows work schedule up to the turnaround with specific timing.Also, instruct to content in After-sales Portal of each service.

Starting date of planned turnaround

Work schedule up to the turnaround with specific timing.

After-sales Portal Menu

Turnaround		Starting date of planned turnaround
Spare parts		Go to inventory check result and recommendation after the previous turnaround.
TFA		TFA availability and record of field service in the past.
Repair		Information of maintenance shops in the world.
Inventory check		Request for inventory check.
Value up		Offer for Value up menu.

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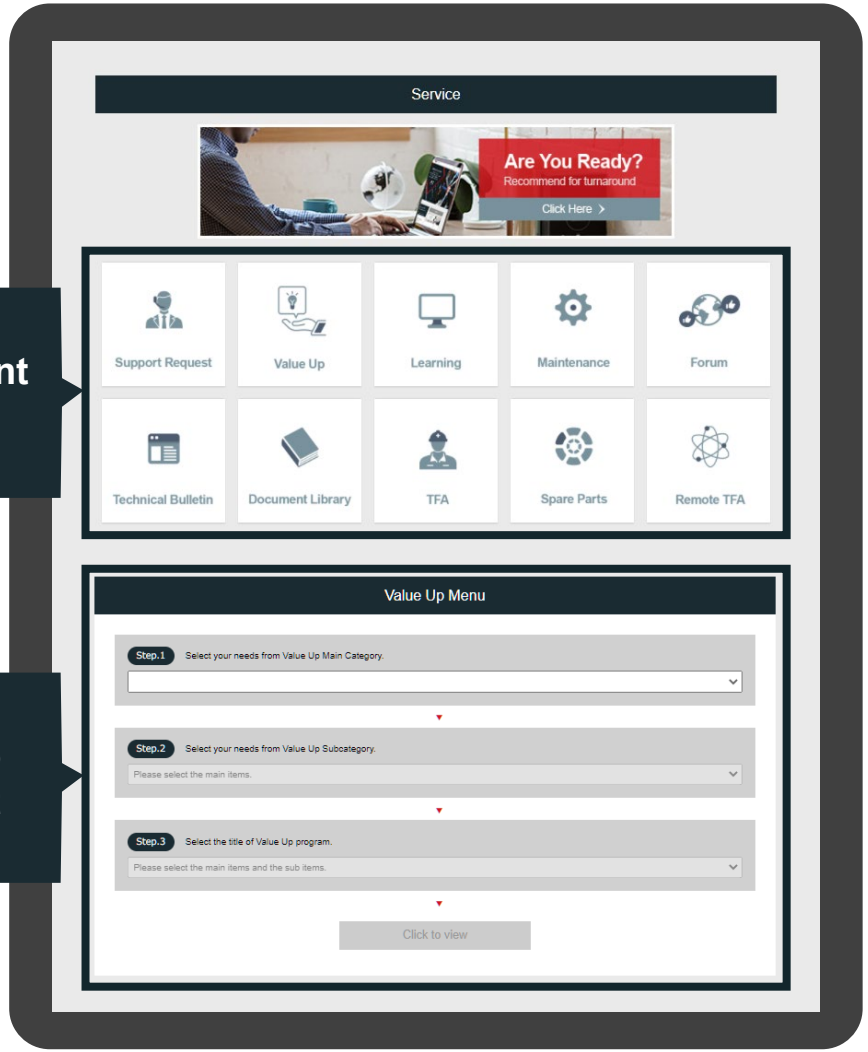
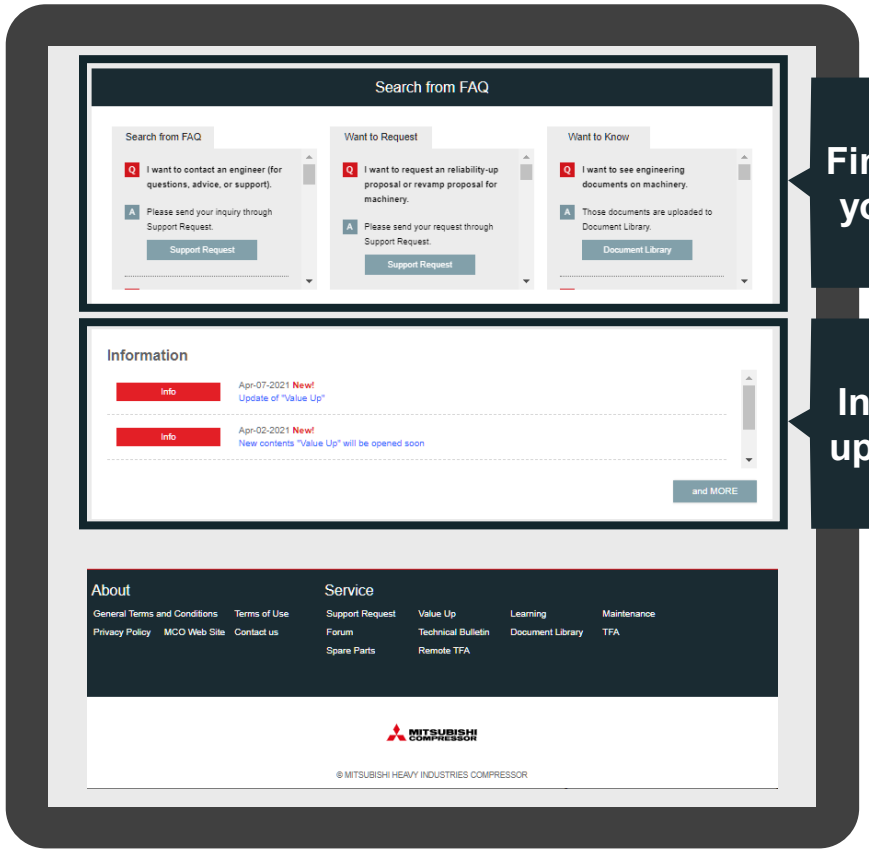
1. General instruction of After-sales Portal

Well designed top page provides users easy-access to content the user wants to reach.



Access to content you want

Select Value up menu you want



Find out FAQ which you want to know

Information about update of contents

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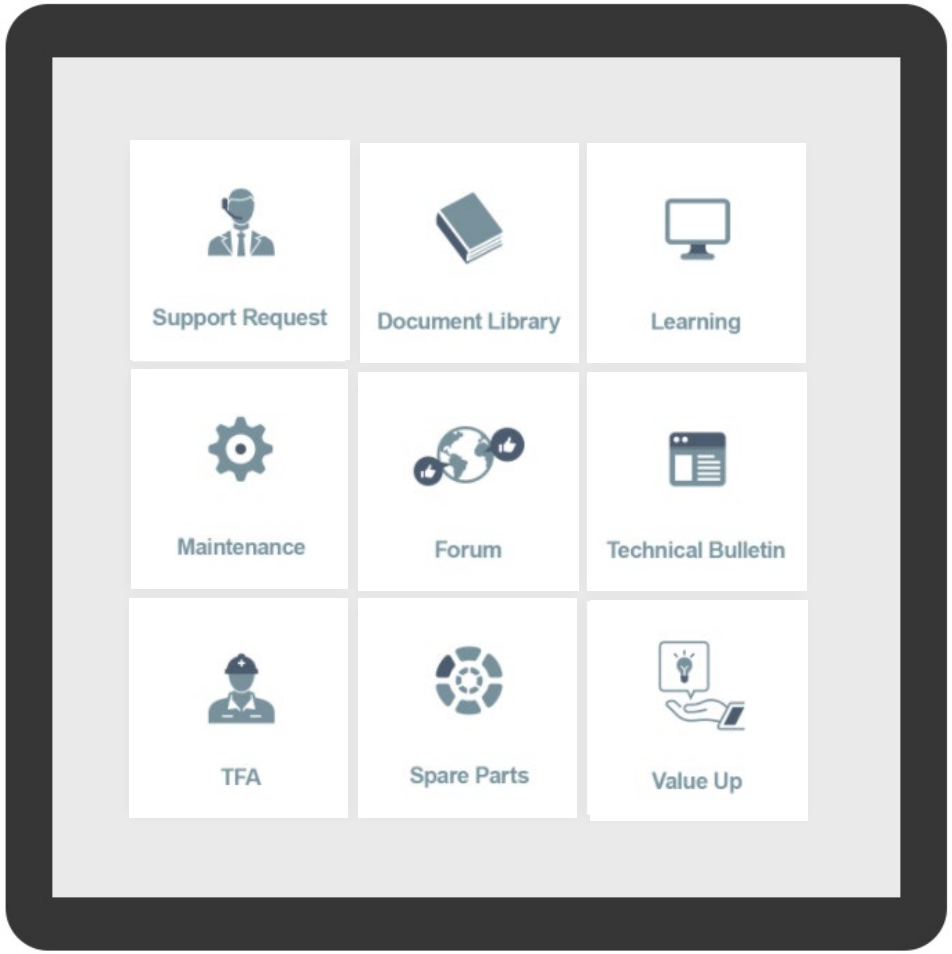
1. General instruction of After-sales Portal



Support request

Communication tool for inquiry. All the communication preserved and can be referred to.

Document library

Library of technical document and service report for each plant/Train/Machine

Learning

Training program by E-learning and introduction of practical training program in MCO

Shop maintenance

Overview MCO's world wide network for maintenance and detailed capability of each station.

Forum

Talk/Discuss/Q&A at community board for not specific Plant/Train/Machine

Technical bulletin

This can help the customer to prevent future troubles by precaution in Technical Bulletin.

TFA

See availability of TFAs, booking status and past history of TFA service

Spare parts

Request for quotation thru AP, status check of parts ordered and history of order

Value Up

MCO provide various technical proposals to improve customer's plant and also request for quotation thru AP.

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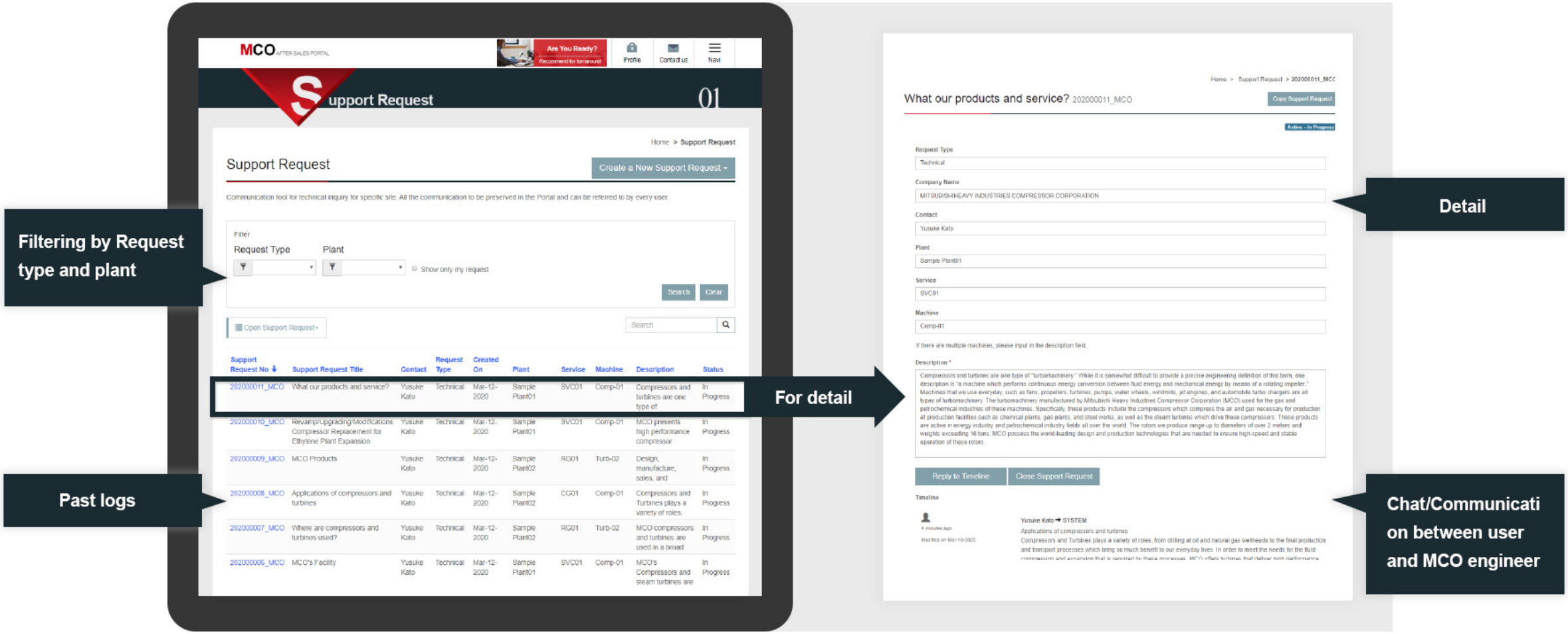
2. Contents (Support request)

Communication tool for inquiry. All the communication preserved and can be referred to.



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2. Contents (Support request)

Work flow of Support request

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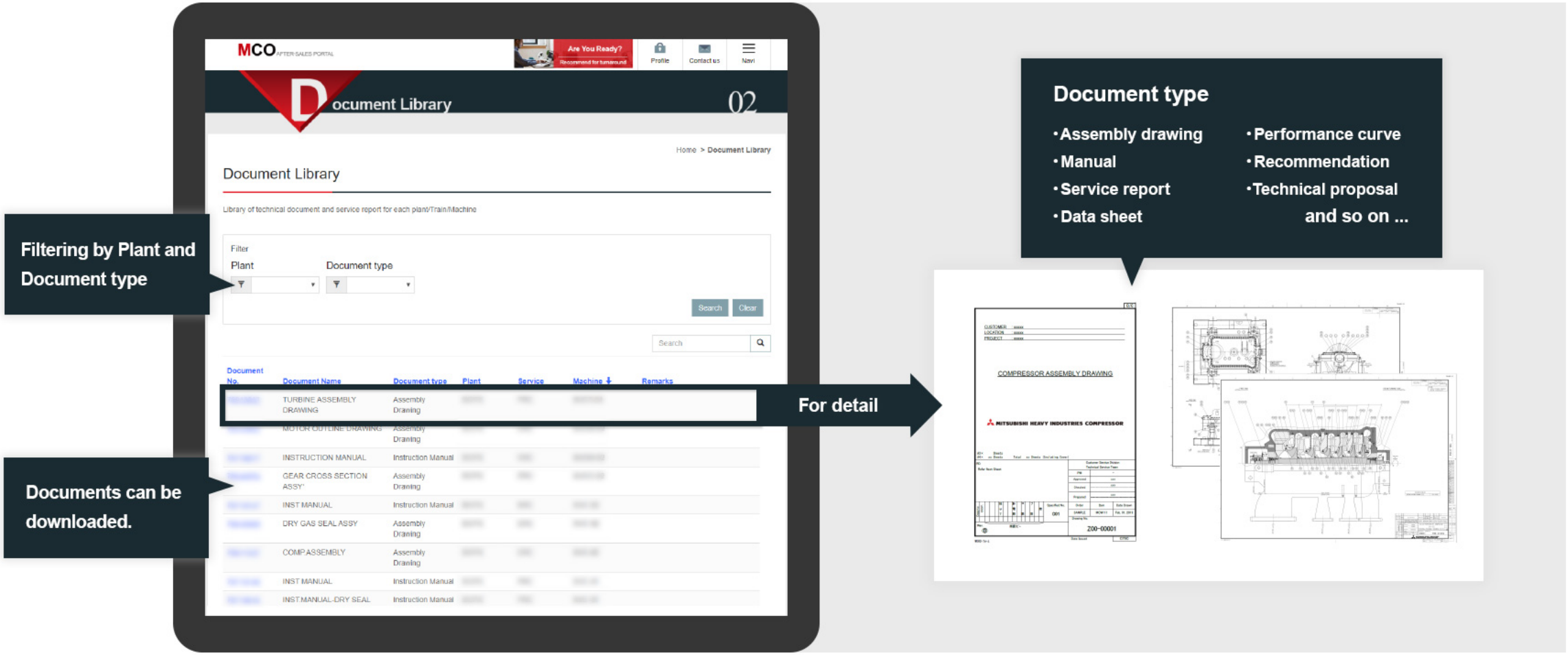
2. Contents (Document library)

Library of technical document and service report for each plant/Train/Machine



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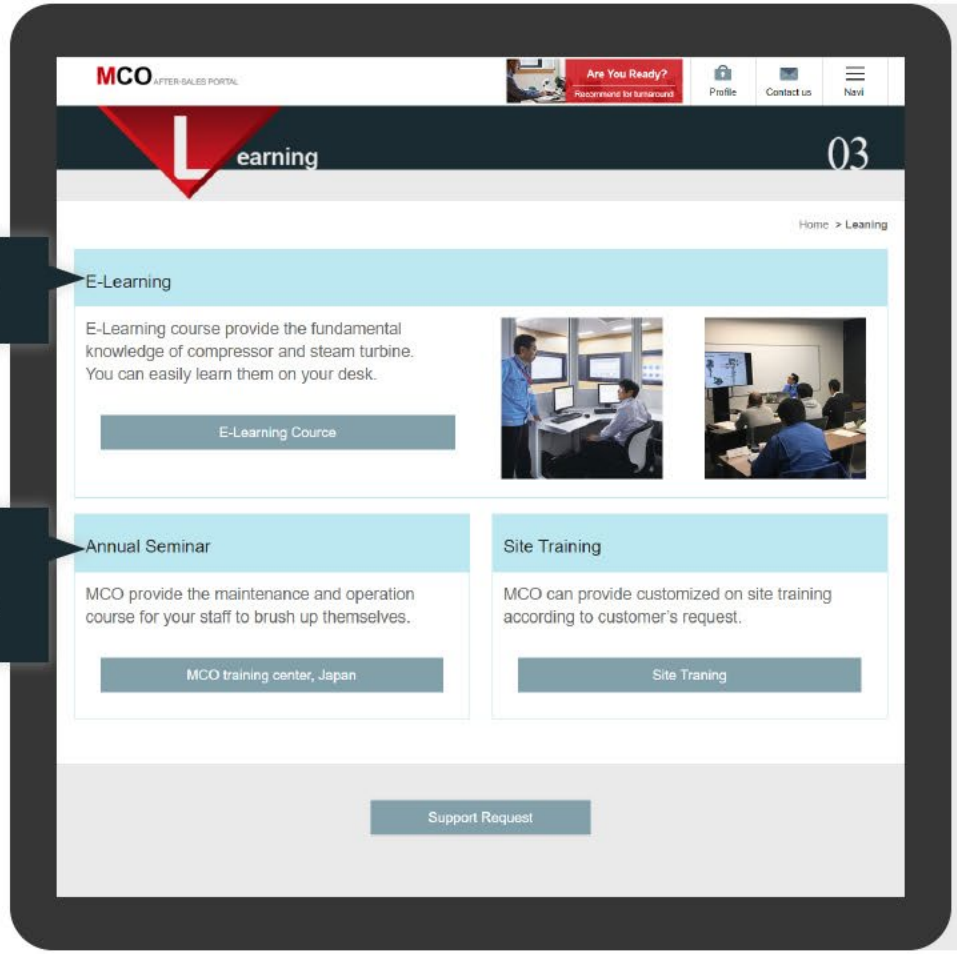
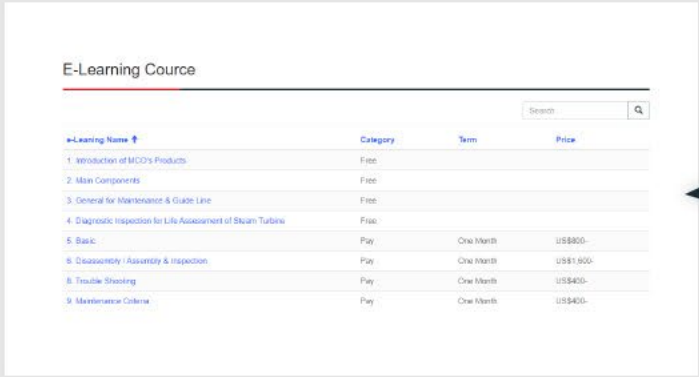
2. Contents (E-Learning)

Training program by E-learning and introduction of practical training program in MCO



E-learning menu

Introduction of training service



Free or charged

E-learning screen

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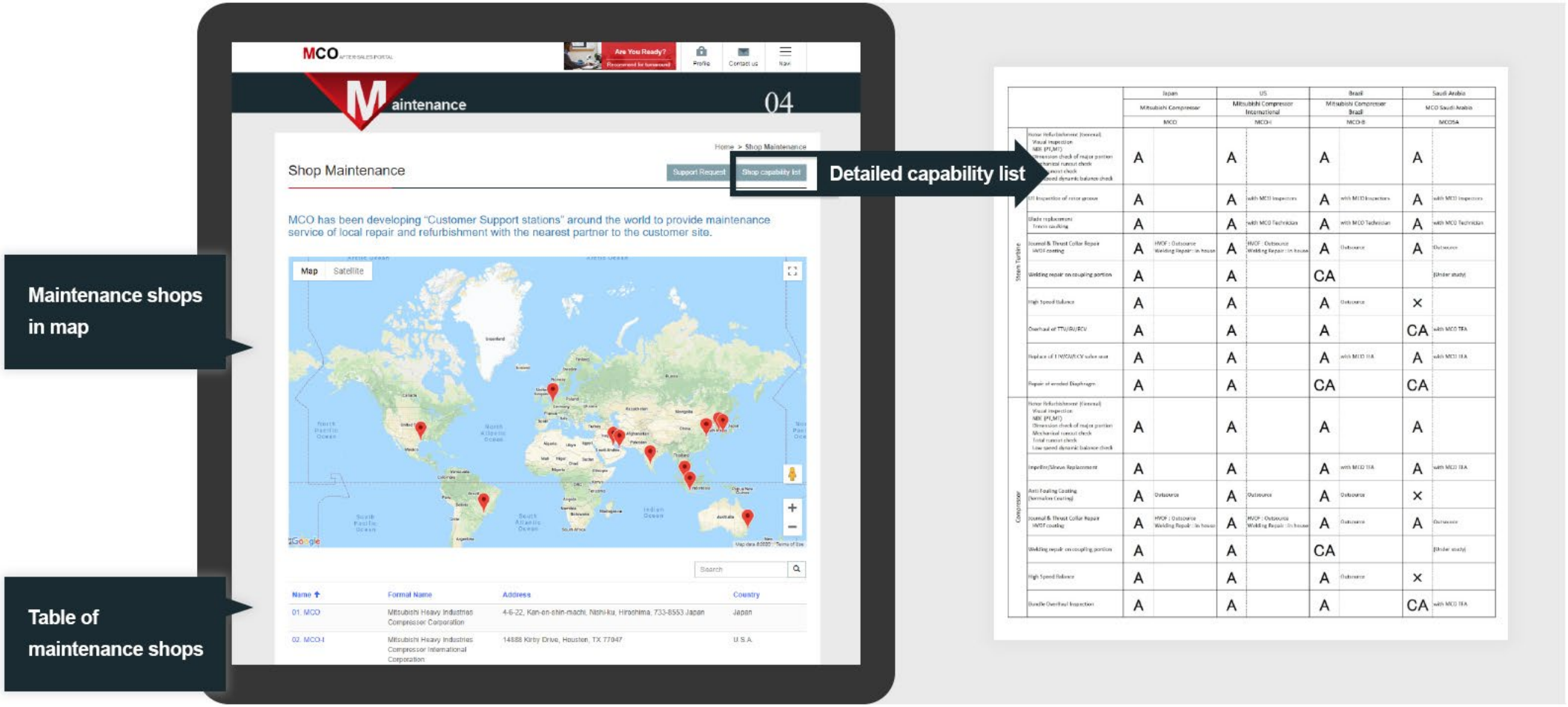
2. Contents (Shop maintenance)

Oversee MCO's world wide network for maintenance and detailed capability of each station.



		Japan		US		Brazil		Saudi Arabia	
		Mitsubishi Compressor		Mitsubishi Compressor International		Mitsubishi Compressor Brazil		MCO Saudi Arabia	
		MCO		MCO-I		MCO-B		MCOSA	
Steam Turbine		A		A		A		A	
		A		A		A		A	
		A		A		A		A	
		A		A		A		A	
		A		A		CA			
		A		A		A		×	
		A		A		A		CA	
		A		A		A		A	
		A		A		CA		CA	
Compressor		A		A		A		A	
		A		A		A		A	
		A		A		A		×	
		A		A		A		A	
		A		A		CA			
		A		A		A		×	
		A		A		A		CA	

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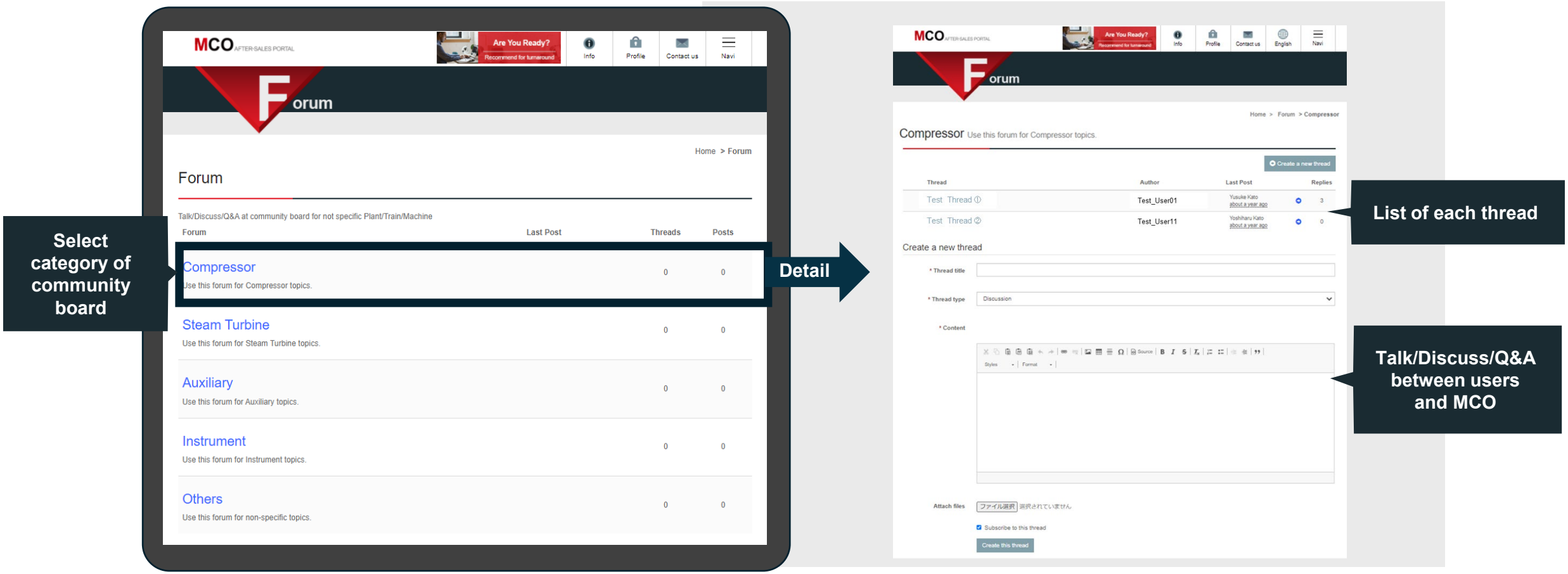
2. Contents (Forum)

Talk/Discuss/Q&A at community board for not specific Plant/Train/Machine



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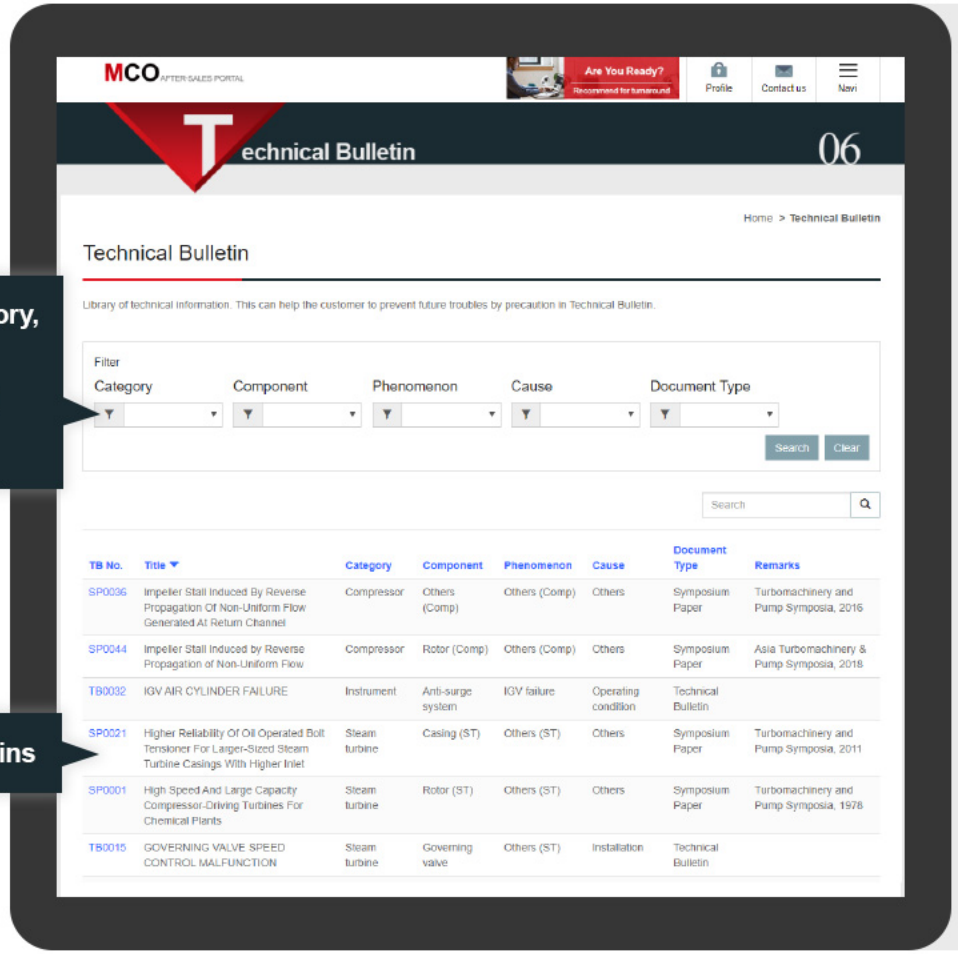
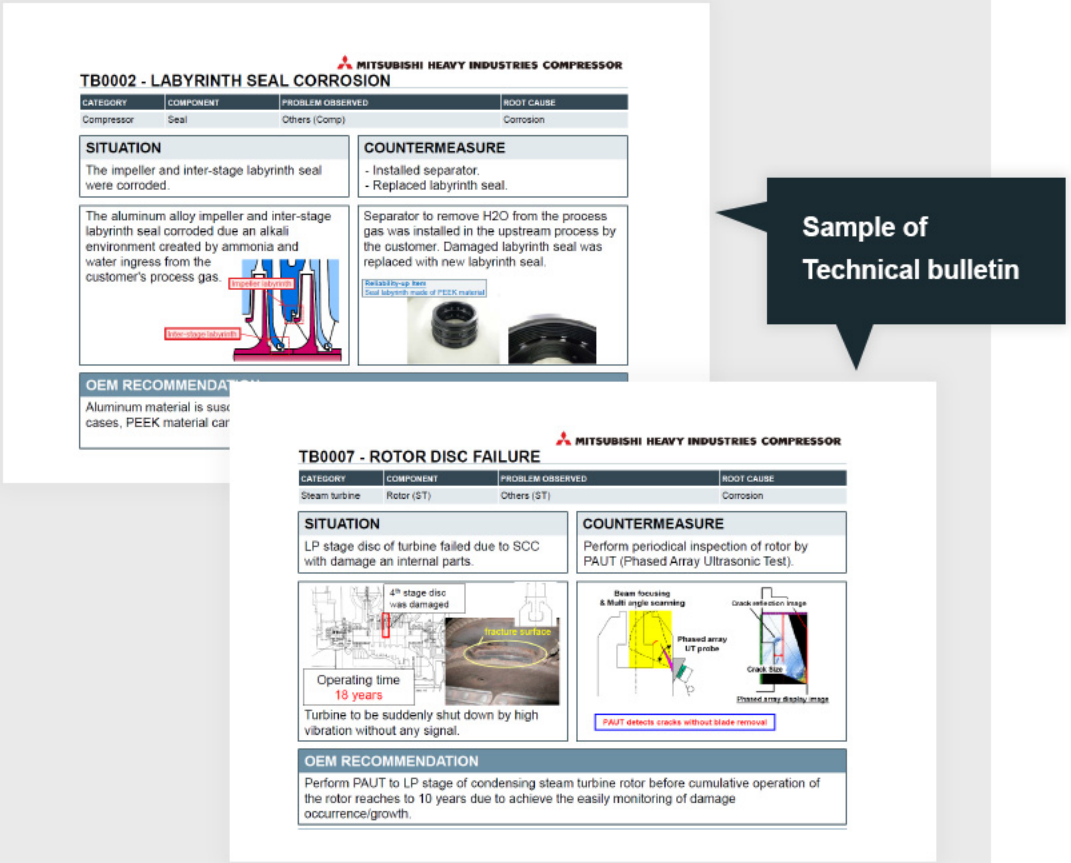
2. Contents (Technical bulletin)

This content is a library for technical information like;
1) Technical bulletin,2) Standard documents, and3) Symposium paper
These kinds of documents bring users knowledge of preventive maintenance and efficient operation of machines.



Filtering by Category, Component, Phenomenon and Cause

Technical bulletins



Sample of Technical bulletin

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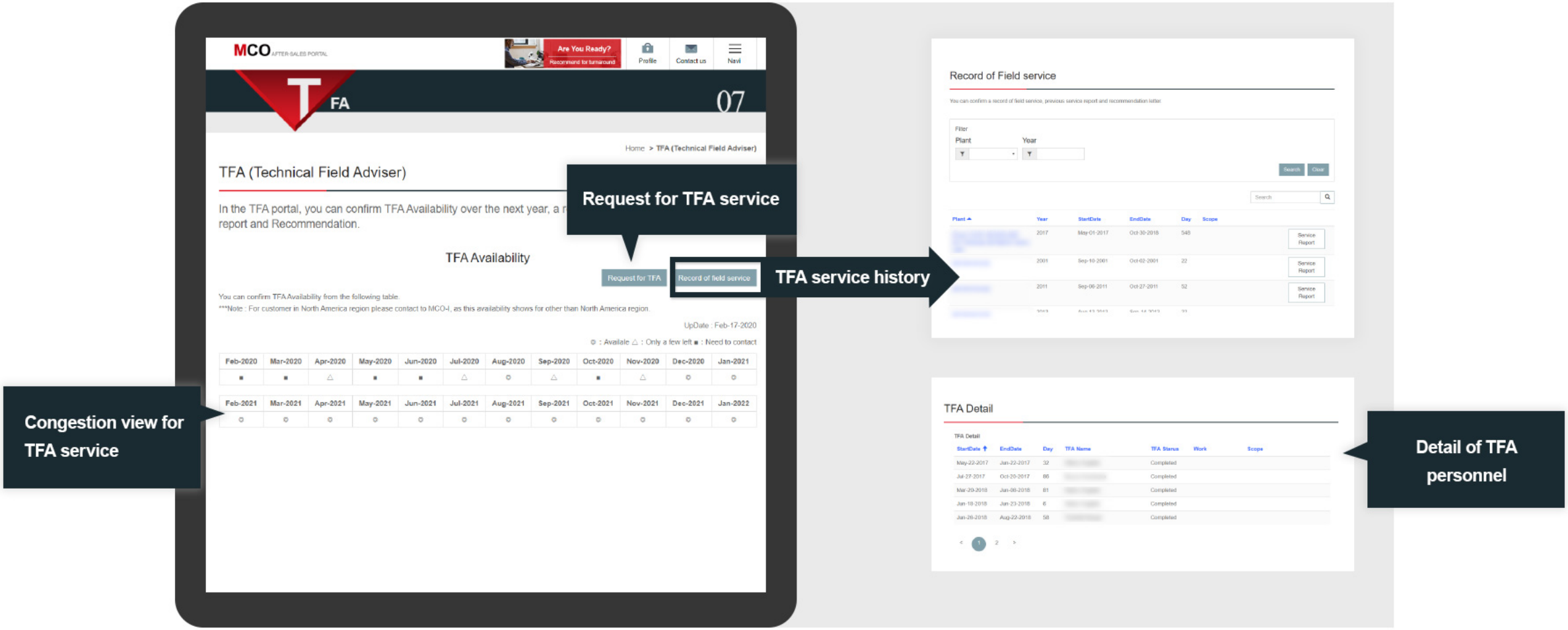
2. Contents (TFA)

See availability of TFAs, booking status and past history of TFA service



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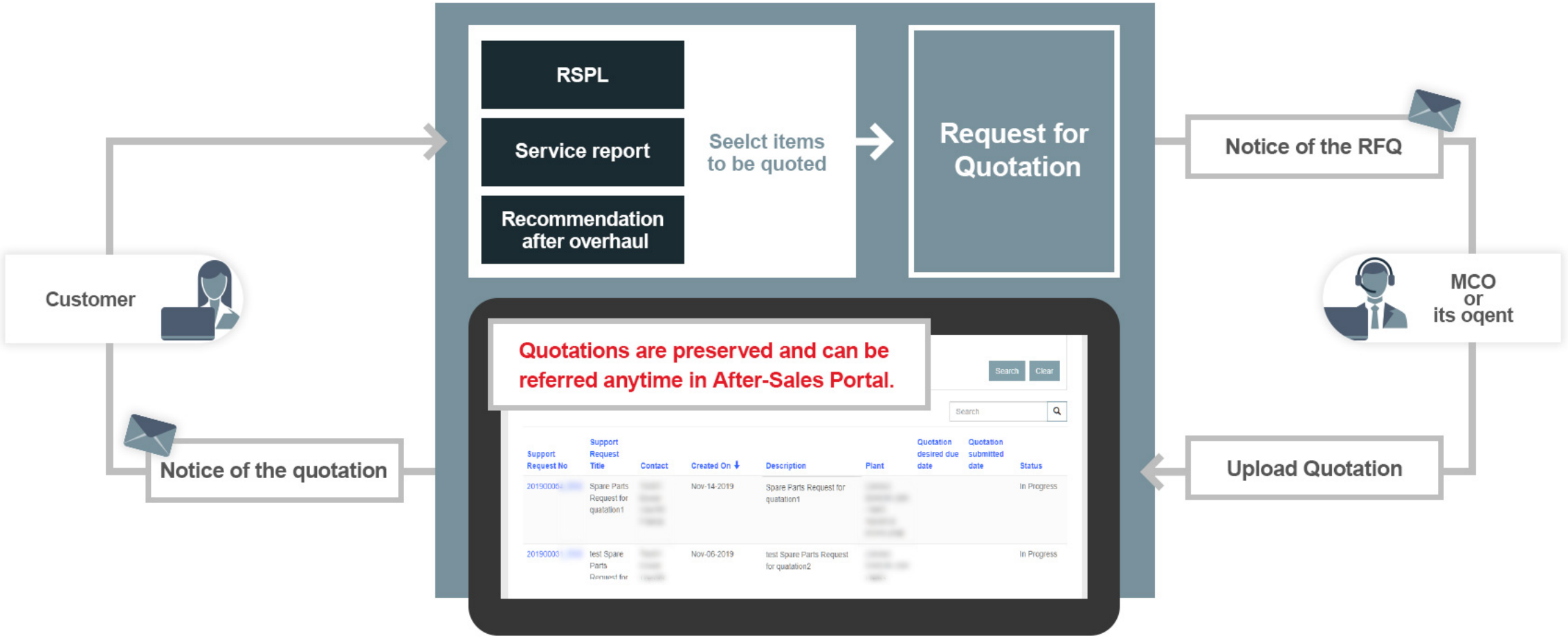
2. Contents (Spare parts)

Request for quotation of spares can be made through After-sales Portal.
Quotation from Mitsubishi uploaded in After-sales Portal.User can refer to past quotation.



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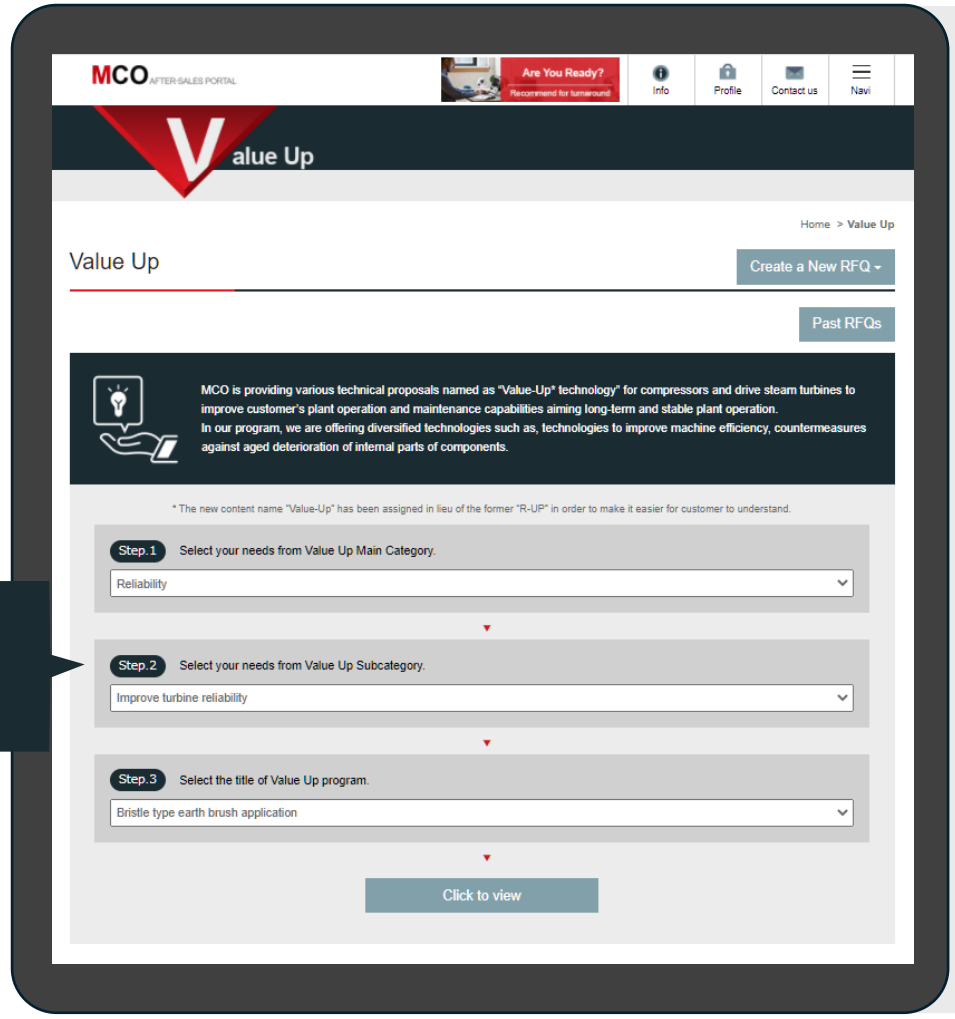
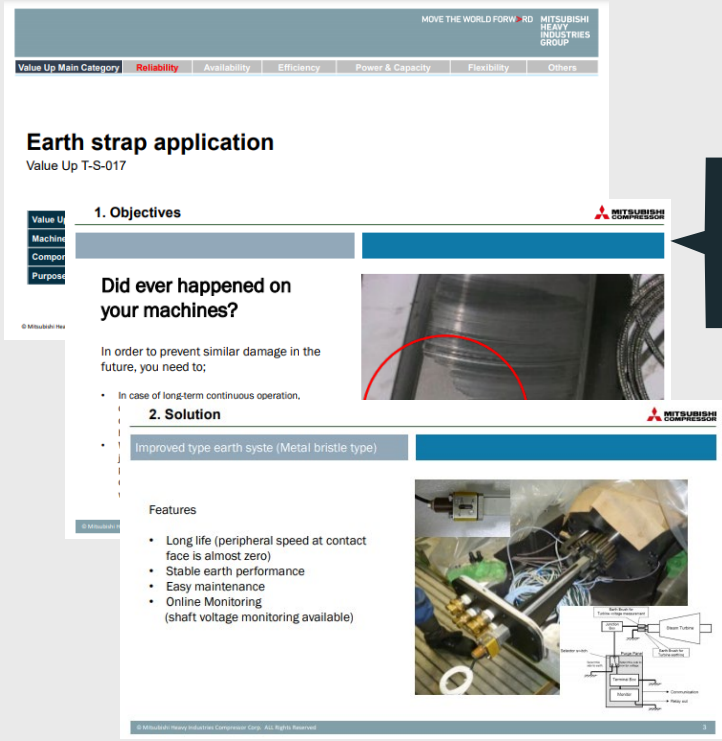
2. Contents (Value Up)

MCO provide various technical proposals to improve customer's plant and also request for quotation through After-sales Portal.



Filtering by Main Category, Sub-category and Value up menu



Sample of Value Up menu

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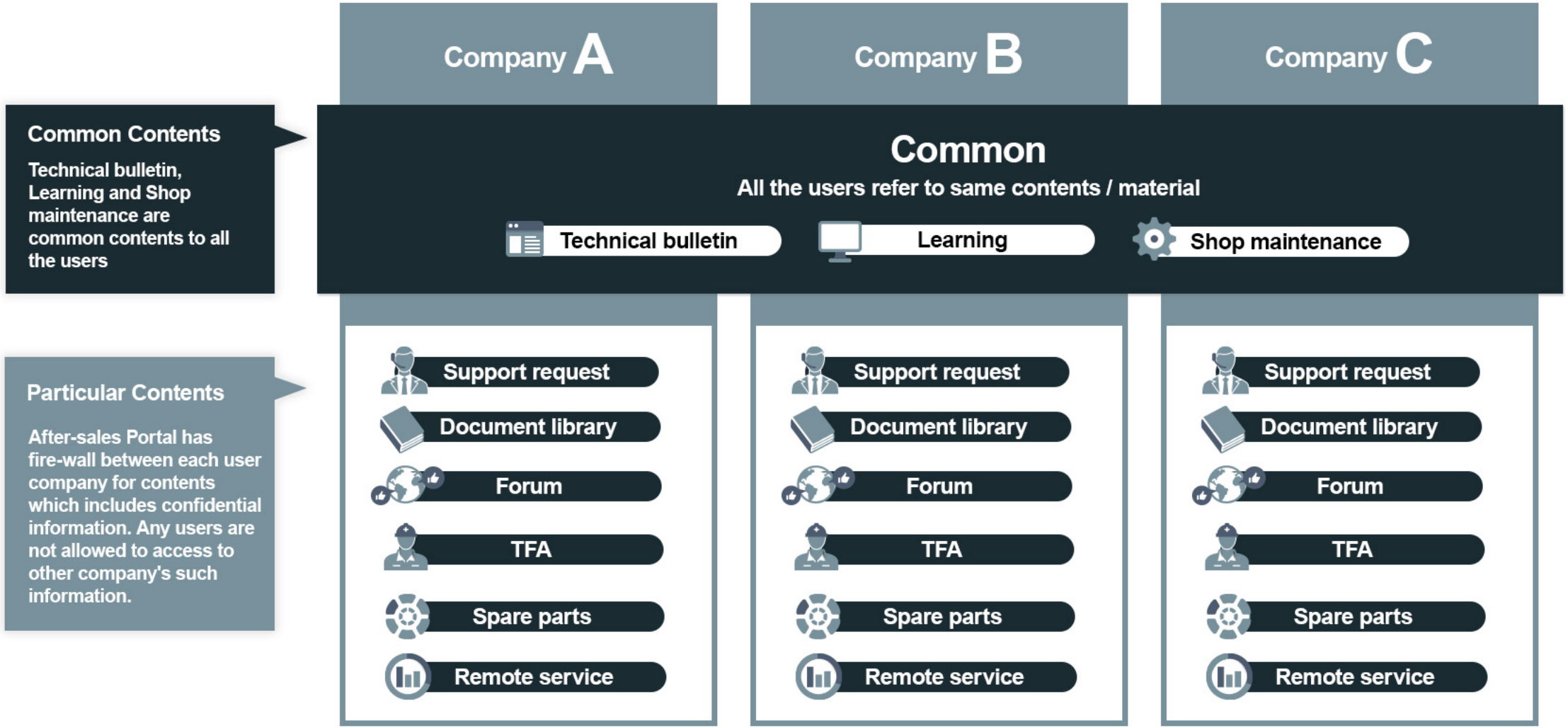
3. Security

Sufficient security for confidential information by categorizing Common Contents and Particular Contents.



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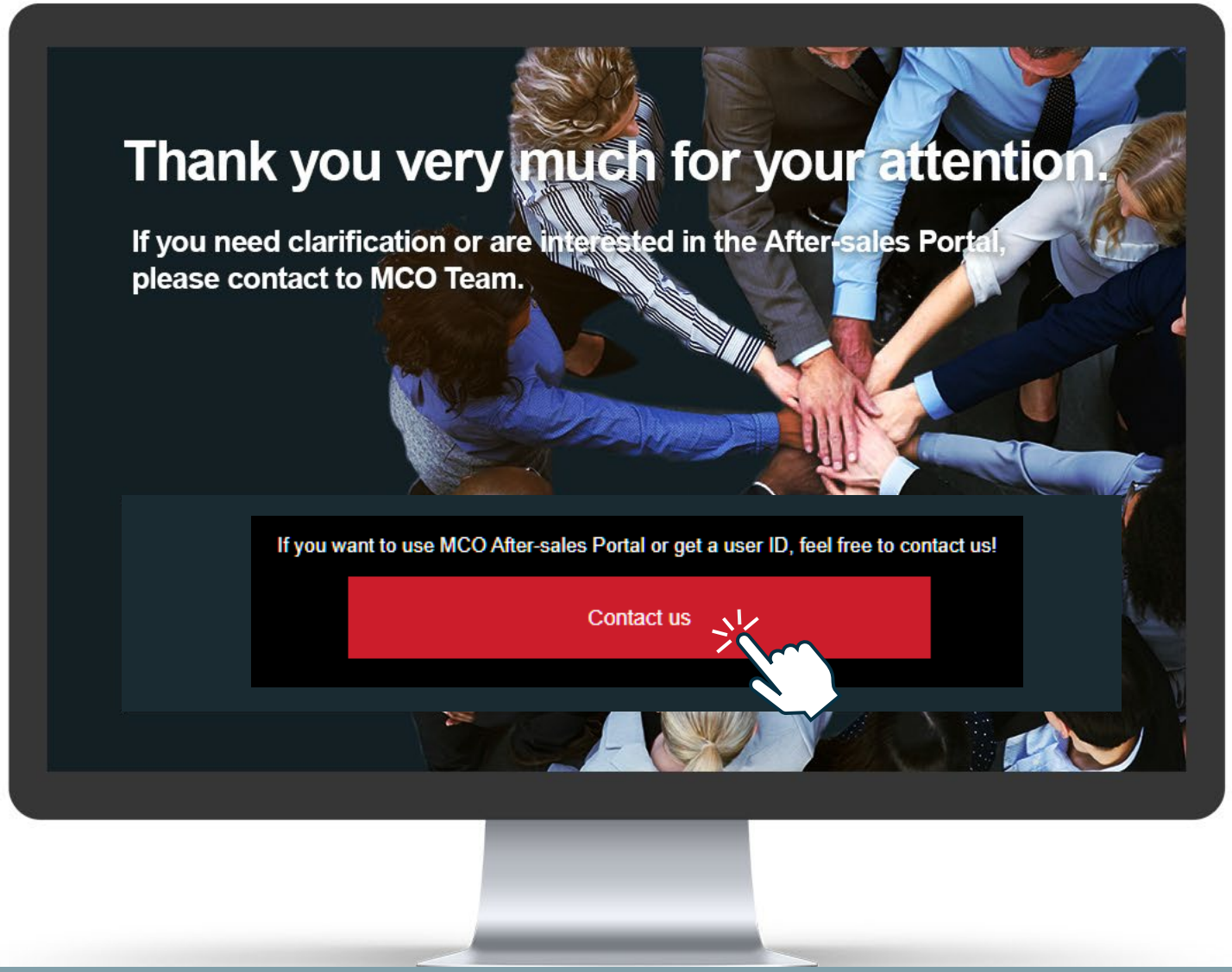
Thank you very much for your attention.



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