

# PumpsOnline – Customized E-Business

**RAIMO METSOLA**  
**SULZER PUMPS**

The PumpsOnline service from Sulzer Pumps enables customers to instantly access and respond online to resources such as product documentation, spare part orders, or installed pump base. Productivity, efficiency, and cost savings can be increased by automating information sharing and distribution processes up to now delivered through conventional distribution methods.

▶ PumpsOnline\* is an e-business solution from Sulzer Pumps and has been available since 1999. It is an extranet solution and can only be accessed by username and password (Fig. 1). Although the system is currently being used at Sulzer Process Pumps, the plan is to roll out the service to other Sulzer Pumps business units as well.

PumpsOnline reduces the time needed to keep up with pump-related information as well as the costs associated with internal and

external business transactions, such as paper materials, printing, and postage. Furthermore, Sulzer Pumps' customers and business partners have instant access to the latest product information – 24 hours a day and seven days a week.

PumpsOnline consists of several services. At the beginning of 2003, the following services were available:

- ▶ PartsOnline
- ▶ Part Number Cross Referencing
- ▶ Product Documentation Library
- ▶ Installed-Base Management
- ▶ Contact Us feature

\* [www.sulzerpumps.com](http://www.sulzerpumps.com) → Customer Support Services → PumpsOnline

