90% Less Time Needed Thanks to Super Spec

A Time-Consuming Process
Tenneco—one of the top designers, manufacturers and distributors of emission and ride control products and systems for the automotive original equipment market and aftermarket—did business with its aftermarket customers via phone and faxed orders. The manual process of inputting orders and issuing paper invoices was cumbersome and wasted employee time.

When a customer suggested utilizing Super Spec, the Automotive Aftermarket Industry Association's (AAIA) favored electronic data interface (EDI) that was built and donated by GCommerce, Tenneco information technology leaders were intrigued by how much time and resources could potentially be saved by moving the transaction process from manual to automated, as well as the benefits of a common data format.

Efficiency for New Customers
Now, with Super Spec supporting Tenneco's sales and distribution, the ordering process is much more efficient—both for Tenneco and its customers.

"Our greatest benefit has been the cost efficiency of implementing Super Spec," says Matt Carlson, Director, Information Technology at Tenneco. "With Super Spec, adding new customers to our EDI system is quicker and less expensive than it was before. The reduced cost and increased speed to add new customers to our EDI system makes our whole ordering process more efficient. "

The ease of setting up new customers on Super Spec remains a key benefit to aftermarket auto parts suppliers. Rather than spending hours creating customized files for each customer, Super Spec automates the process, filling in a pre-set file with each customer's information. This saves the supplier time and makes the buyer's experience simpler and easier to track.

For existing customers who do not use Super Spec, Tenneco's staff spends 3.5-40 hours setting up the proper transaction maps. When a new customer who doesn't use Super Spec begins work with Tenneco, this task can take anywhere from 140-400 hours. Compare this to customers who use Super Spec; it takes just four hours to set up their maps, no matter whether they are new or existing customers.

"We've seen a reduction in the time spent on setting up for transactions and the associated costs," says Carlson. "Customers using Super Spec take a tenth of the resources to process compared to those who use their own EDIs."