

Power Equipment Manufacturer Experience

The 5 ways digital tools can help improve your business

se.com



Life Is On

Schneider
Electric

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Your digital expectations

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Your digital expectations

Your challenges in a competitive market

In today's fast-paced and connected environment, you work under constant time constraints.

You need ways to be more productive, more flexible, and constantly informed.



Be more productive, reduce your effort, and save time to bid on more projects.



Stay flexible to adapt customer-specific requirements and last minute changes.



Create business differentiation with access to relevant information that enables you to respond more quickly to customer demands.



Your digital expectations

Your challenges with your manufacturer:

- How to reduce process time — from product selection to delivery — to just a few weeks
- How to identify the right product among thousands of offers
- How to always stay informed of market, technology, and product offers as they continue to evolve



Gain more autonomy and efficiency through smart, reliable tools and product data that accelerate, simplify, and secure your projects.



Maintain a close relationship with your customers with the support of a convenient, commercial, and technical supplier.



Grow your business expertise to respond as quickly as possible with an accurate and differentiated offer in a constantly evolving market.



Your digital expectations

How Schneider Electric meets your expectations

Our digital approach helps increase productivity, flexibility, and market knowledge through:



End-to-end
24/7 self-service



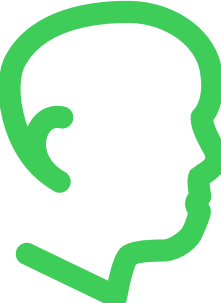
Easy access to
information



Consistently updated
information



A personalized
and collaborative
experience



Expert support



24/7 Self-service

Your digital expectations

Self-service

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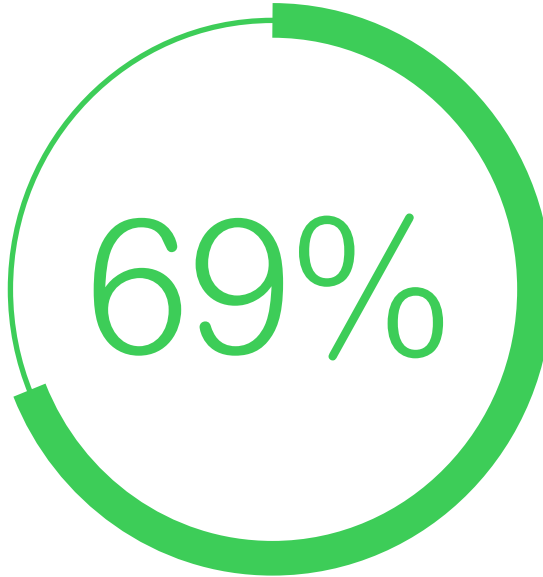
24/7 Self-service

End-to-end 24/7 self-service

Access digital online tools and product data **at every stage of the entire project lifecycle.**

From anywhere and at any time, select, configure, order, and get support through digital self-services.

Become more autonomous and reduce customer response time.



of business buyers expect Amazon-like buying experiences.

Source: State of the Connected Consumer Report 2018
















Customers are 5.2x more likely to use self-service tools as primary vs. secondary.

Source: Walker Customers 2020 Unfiltered

24/7 Self-service

End-to-end digital Ecosystem for MV and LV offer

Get fast and easy access to one-stop, online self-services.

Search and Select		Configure and Quote		Order and Track		Test and Commission	
	 PEM Partner Portal		 SE Advantage		 mySE*		 EcoStruxure Power Commission**
	 eCatalog 3D Power		EZ Selectors				
	 mySchneider app						

*mySE is for direct purchasers **Formely Ecoreach

24/7 Self-service

Search and select tools

- Discover offer catalog and market information.
- Identify business opportunities and get specifications.
- Stay up-to-date on market trends, innovations, new offers, case studies, and differentiate against competition.
- Navigate through offer trees, select offer, refine your selection, compare products, consult data and documents.

Search and select tools

Mobile apps



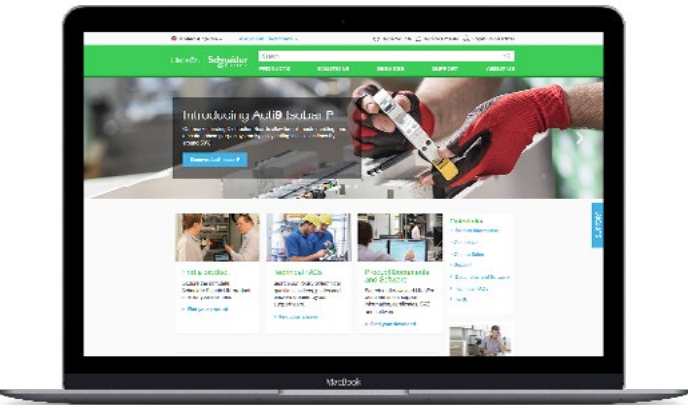
mySchneider app

Access the mobile catalog, 24/7 support and tailored services.

eCatalog 3D Power

Discover offers in 3D, quick design and access to product e-documentation.

On the web



Website

Access the SE Advantage Configuration tool and services.

Partner Portal


Once registered, access training, resources, services, and submittal documents/drawings.


24/7 Self-service

Configure and order tools

 Configure and produce fast, accurate quotes to respond to your customers quickly.

 Generate Bill of Materials and get all documents for your project.

 Order automatically with up-to-date product prices and availability.

 Manage your orders from tracking to reception and be informed to answer your customers.

Partner Resources

PEM Partner Portal
Schneider Electric’s single sign-on digital personalized experience. Access documents, drawings and training specific to PEMs.


SE Advantage
Provides the ability to configure, receive rapid pricing, quote, and order OEM LV and MV Offers

EZ Selectors
Tools to guide you through the product selection process. Helpful questions to ask and direct product links.


mySE
Our online ordering portal where you can order products, check price, availability, and orders status


24/7 Self-service

Execute, commission, and support tools

 Access to video, documentation, and technical support to integrate components and build switchboards.

 Get all information on product installation.

 Get technical and self-service assistance you need to assist your customers.

 Organize all documents to complete the Factory Acceptance Test and Site Acceptance Test, and access customer and product information.

Partner Portal

Technical Support
Registrants have access to expert resources for installation and commissioning.

Setup Product Software
Setup, test, and commission devices.

EcoStruxure™ Power Commission software
Set up, test, and commission electrical products, and systems, in your switchboard.

Easy and fast access to information

Your digital
expectations

Self-service

**Information
access**

Updated
information

Personalized
experience

Expert support



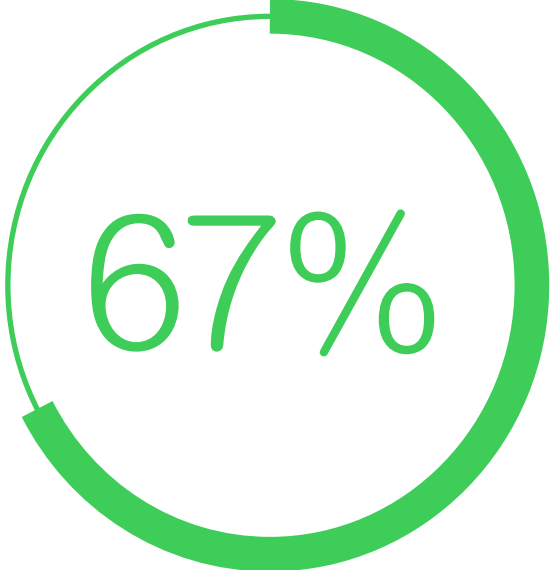
Easy and fast access to information

Find accurate technical information quickly.

Get to the essential points right away.

Access complete and reliable market information.

Explore our digital tools, and let us guide you through advanced features to select the right products.



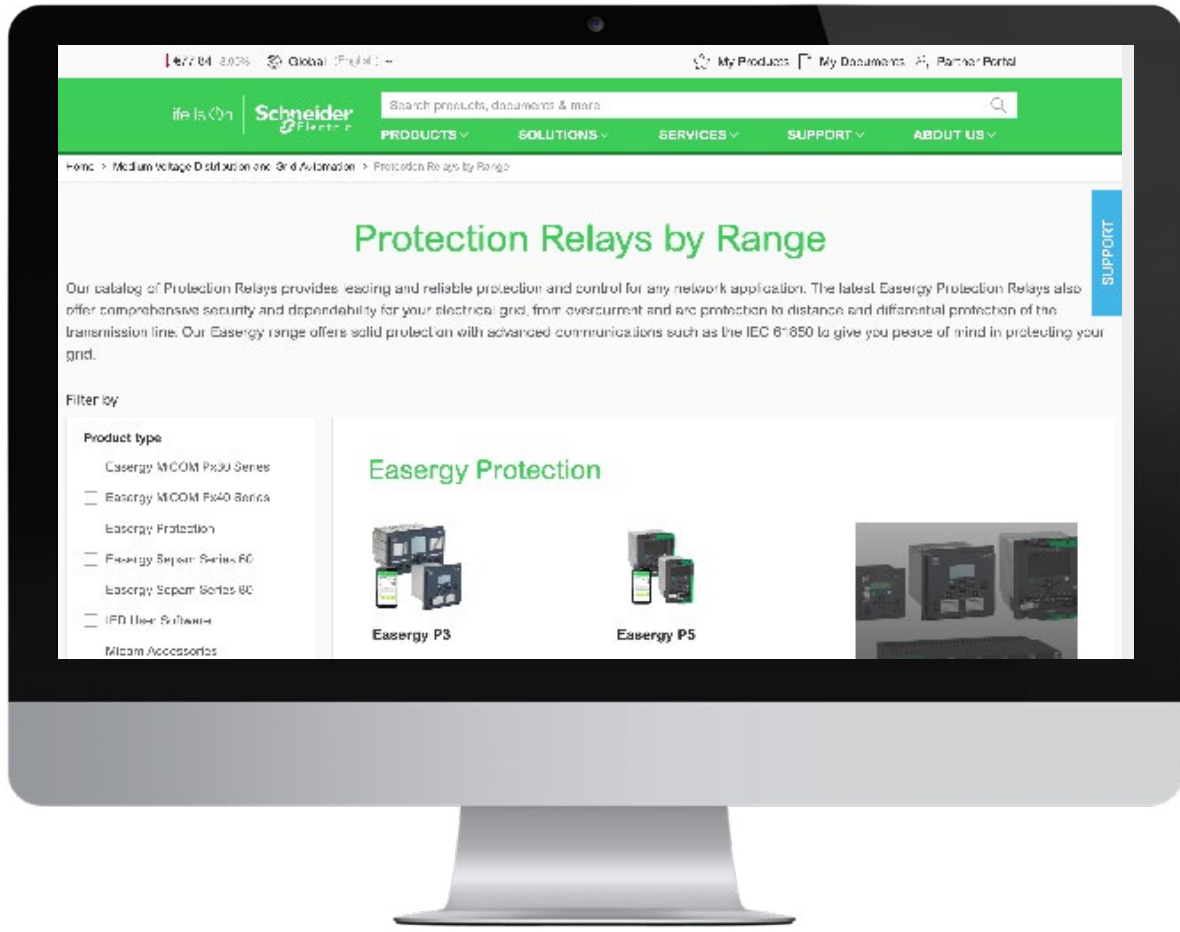
Two-thirds of business buyers have switched vendors for a more consumer-like experience.

Source: State of the Connected Consumer Report 2018

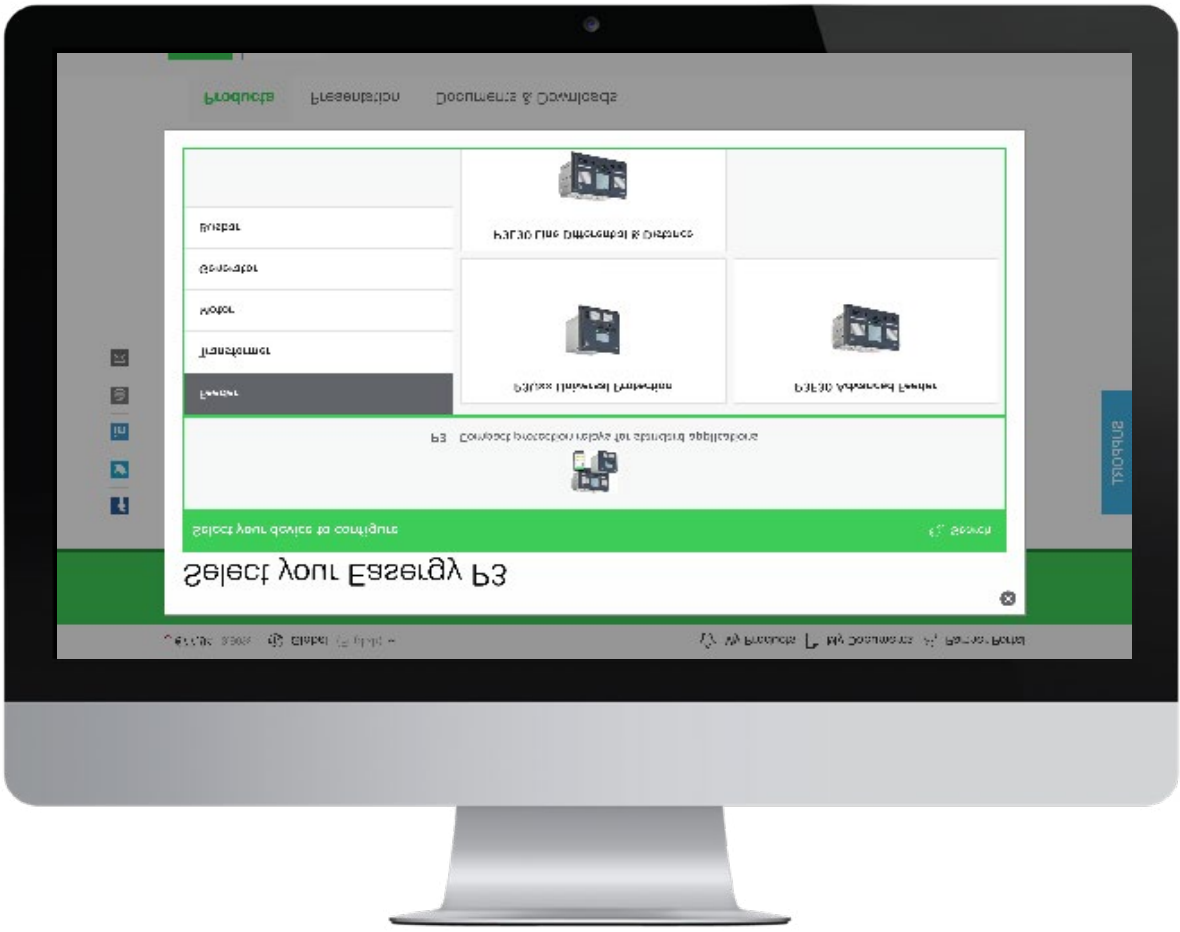


Easy and fast access to information

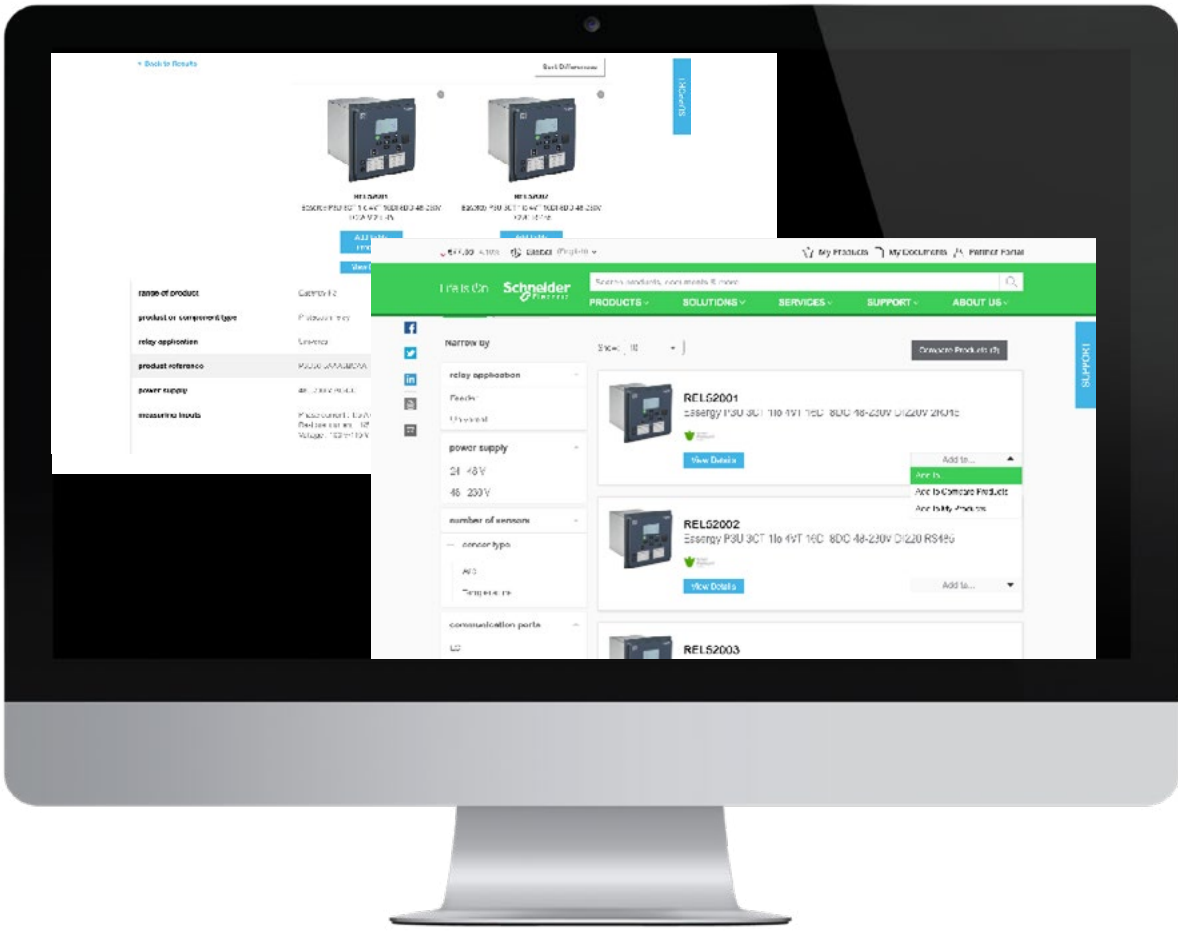
Select and compare products quickly and easily.



Select your range (help me choose)



Select your product (product selector)



Compare products (in referenced products)



Consistently updated information

Your digital expectations

Self-service

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Personalized experience

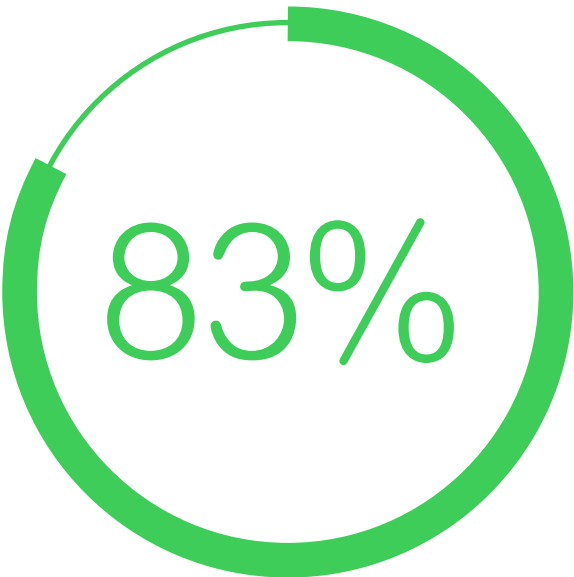
Expert support



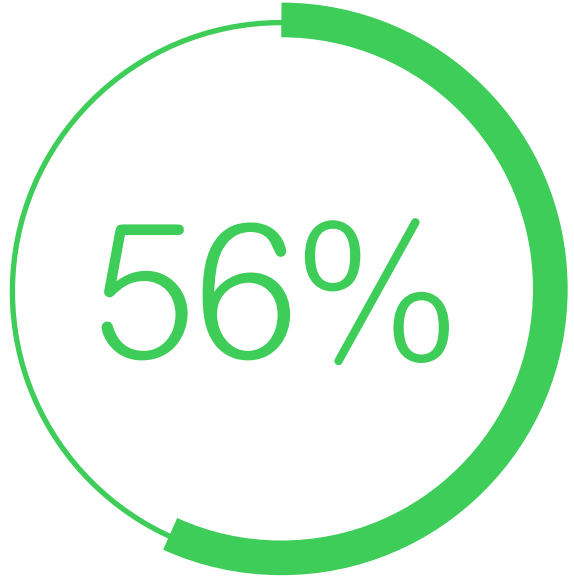
Consistently updated information

Real-time information for your customers

Access complete and reliable market information and product database.



of customers go to a company's website for information.



leave or go to a competitor because of website issues.

Source: Walker Customers 2020 Unfiltered

Comprehensive and up-to-date information for your business

Access a reliable database of information via a website or Partner Portal.



Market
Discover information on market trends



Project
A complete set of data and assets to set up your project



Services and installed base
Access to an exhaustive set of product relationships



Consistently updated information

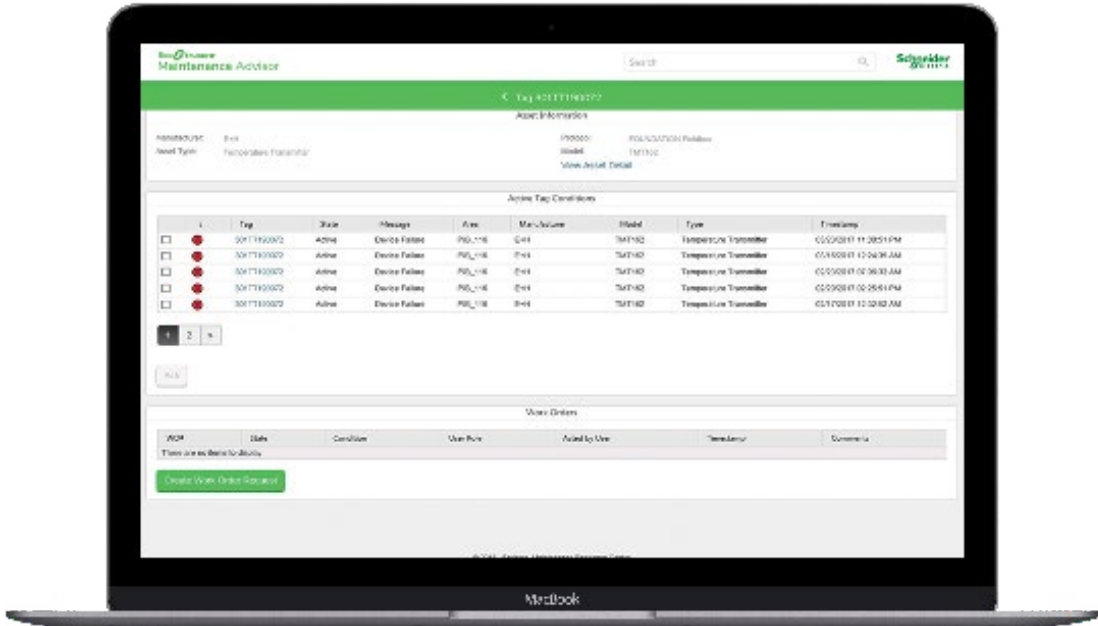


Market

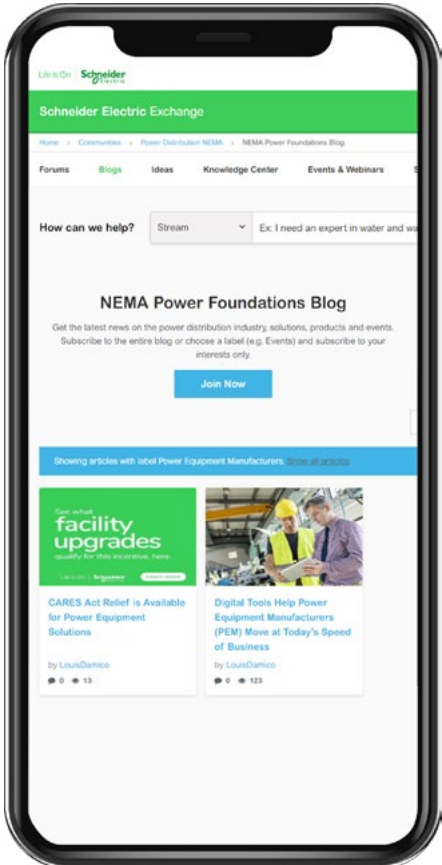
Discover information on market trends.



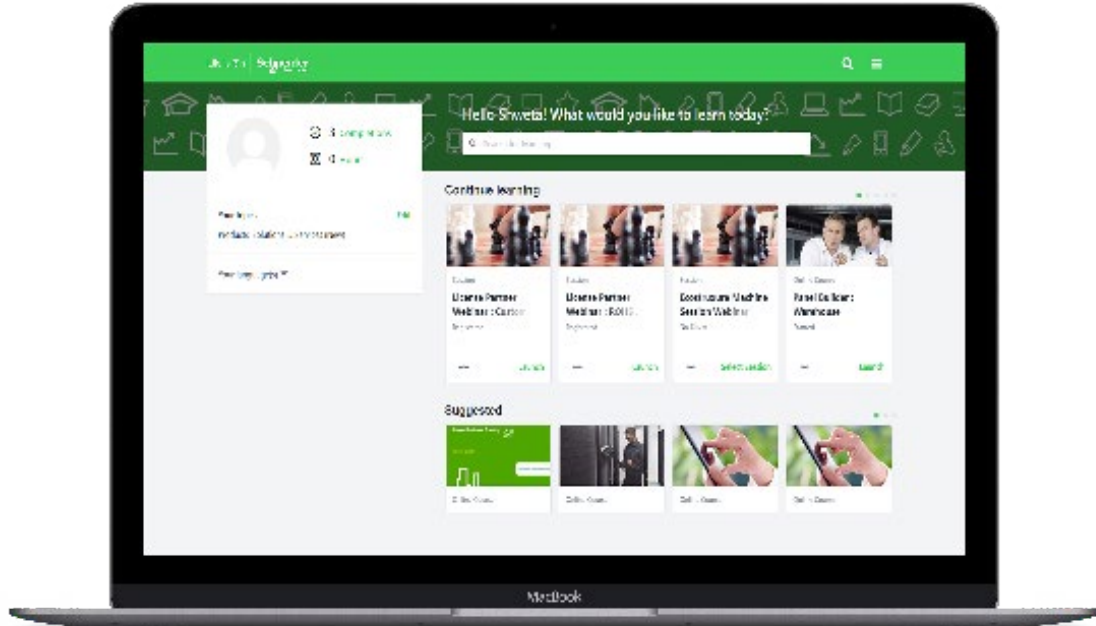
Whitepaper



Application solutions



Blog posts



Specific MV/LV trainings

Your digital expectations

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Consistently updated information



Project

A complete set of data and assets to set up your project

Discover and build

- Product data sheets
- Technical documentation
- 2D and 3D drawings, SLD
- Technical FAQs
- Product and assembly videos

Further information

- MV technical guide
- Assembly guide and sheets
- Installation guide
- Installation videos
- Installation check lists
- Declaration of conformity



Services and installed base

Access to an exhaustive set of product relationships

Your searched product can replace...

- Obsolete products

Your searched product can be enriched with...

- Associated products and services

Your searched product can be completed with...

- Accessories, components, and spare parts

Deliver a personalized experience

Your digital expectations

Self-service

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Personalized experience

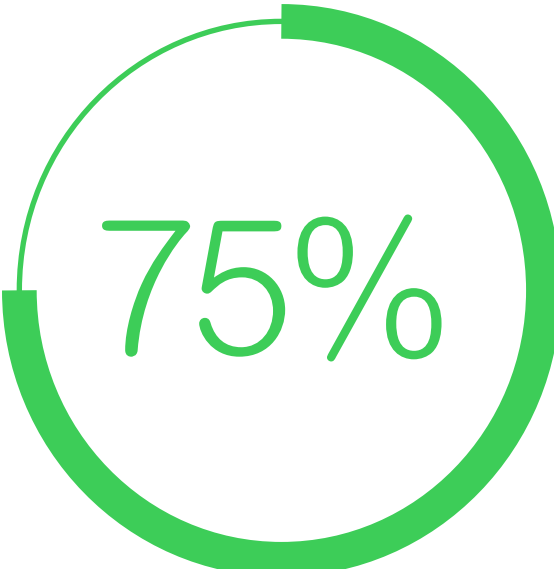
Expert support



Deliver a personalized experience

Schneider Electric tailors information and services to fit your business.

As a registered user, digital tools give you access to additional features and personalized services, based on your business profile.



Nearly 75% of business buyers expect a personalized experience.

Source: State of the Connected Consumer Report 2018



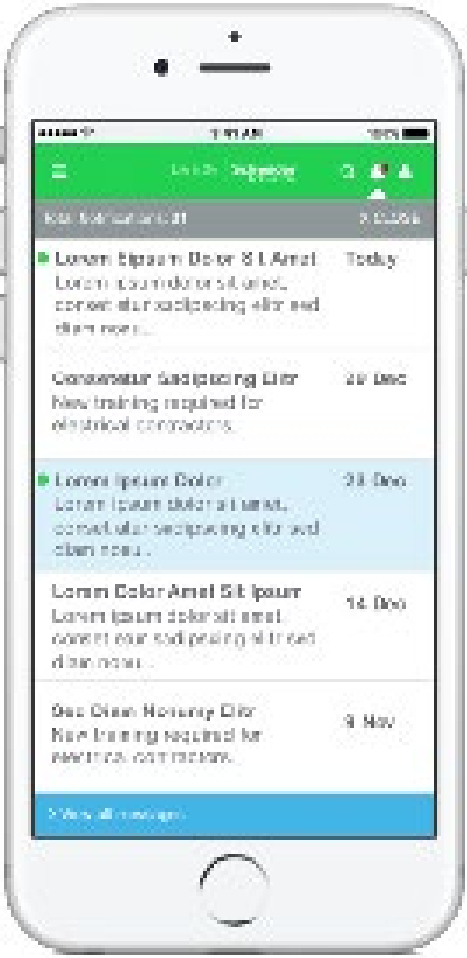
Deliver a personalized experience

Connected user, personalized services

Register to access more services.

Registering as a Power Equipment Manufacturer gives you access not only to dedicated tools, but also to additional services:

- Manage your preferences: your favorite products, technical information you like most, etc.
- Step up your online skills with product and business trainings to continue expanding your knowledge.



Maintaining expert support

Your digital expectations

Self-service

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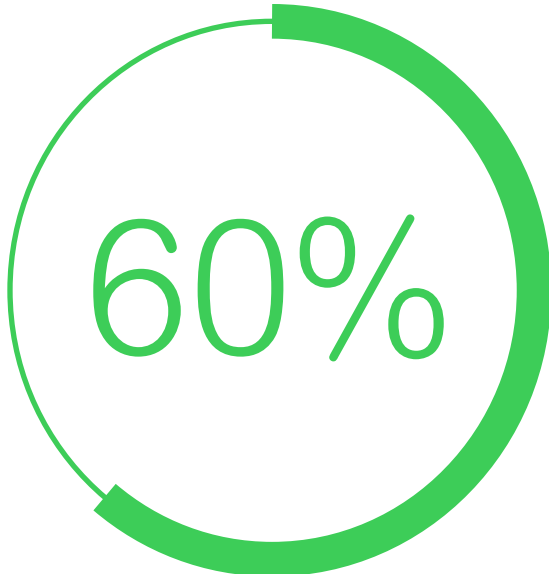


Maintaining expert support

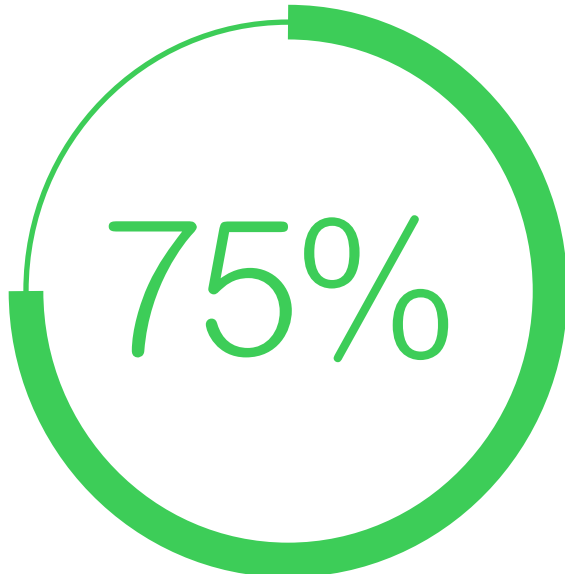
Customers expect their issue to be handled first via self-service, mobile, and social media.

Digital helps to solve your daily business challenges, making transactions faster, more convenient, and more personalized.

But you could have specific questions or require assistance at anytime and anywhere. You need a direct connection to expert help and instant answers.



of customers do not get their issues resolved online.



will continue their interaction with a phonecall.

Source: Walker Customers 2020 Unfiltered

Contact your support center

Benefit from a Schneider Electric specialist anytime, anywhere.

- Need commercial support?
- Need technical expertise?
- Need support for a specific project?



Dedicated hotline



Chat messaging



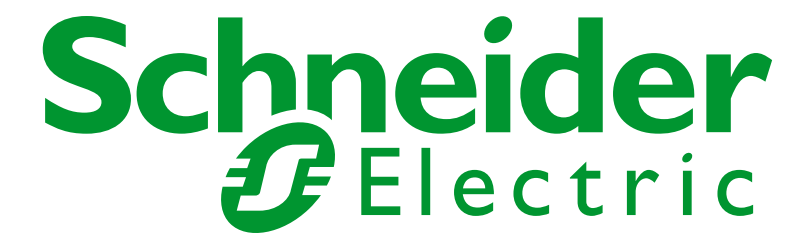
Online request form



Experts on demand



Life Is On



To learn more about Schneider Electric's
Power Equipment Manufacturer Partner Program, visit

se.com



Schneider Electric
800 Federal Street
Andover, MA 01810
USA

