

## NAM Transformation

# Working better together



## Why empower?

In our previous communications, we informed you that we are transforming our enterprise resource planning (ERP) platform from our legacy system to a proven installation of SAP. As part of this transition, ABB Electrification will be migrating our best-in-class capabilities from T&B Access to an enhanced customer interface with ABB empower.

In case you are wondering how this transformation is going to benefit you, here's a quick overview of the **ways it will make it easier for you to do business with us**:

- 1.** ABB empower will help us deliver improved logistics, optimized quotations, and a simplified order process, all of which will result in lower transactional costs and a better experience for you.
- 2.** The transition to SAP will allow us to optimize processes, efficiency, and data protection. This will lead to enhanced capability for case management and processing your feedback.
- 3.** You will be able to create and follow orders through key digital commerce functionality. You can also configure and execute project quotes and orders.
- 4.** You will gain access to a wider range of products with faster delivery.
- 5.** ABB empower enables self-service claims and returns. You will be able to enter any warranty claims, shipping discrepancies or return cases. The system will walk you through the process to ensure the information is entered and valid for the claim.
- 6.** Rebates will be processed automatically, and a credit note will be issued within 48 hours of submitting a claim.
- 7.** You will be able to check pricing, submit and track orders and handle claims through your mobile device as well as on your desktop.

We are making this transition as seamless and straightforward as possible. Getting used to empower is easy because the platform is intuitive and new users can quickly navigate for instant results.

### Why empower?



self-service



self-sufficiency



claim-backs within 48 hours



language options



on the go

We hope you make the transition to empower at your earliest convenience.

Best regards,

**ABB Electrification Team**