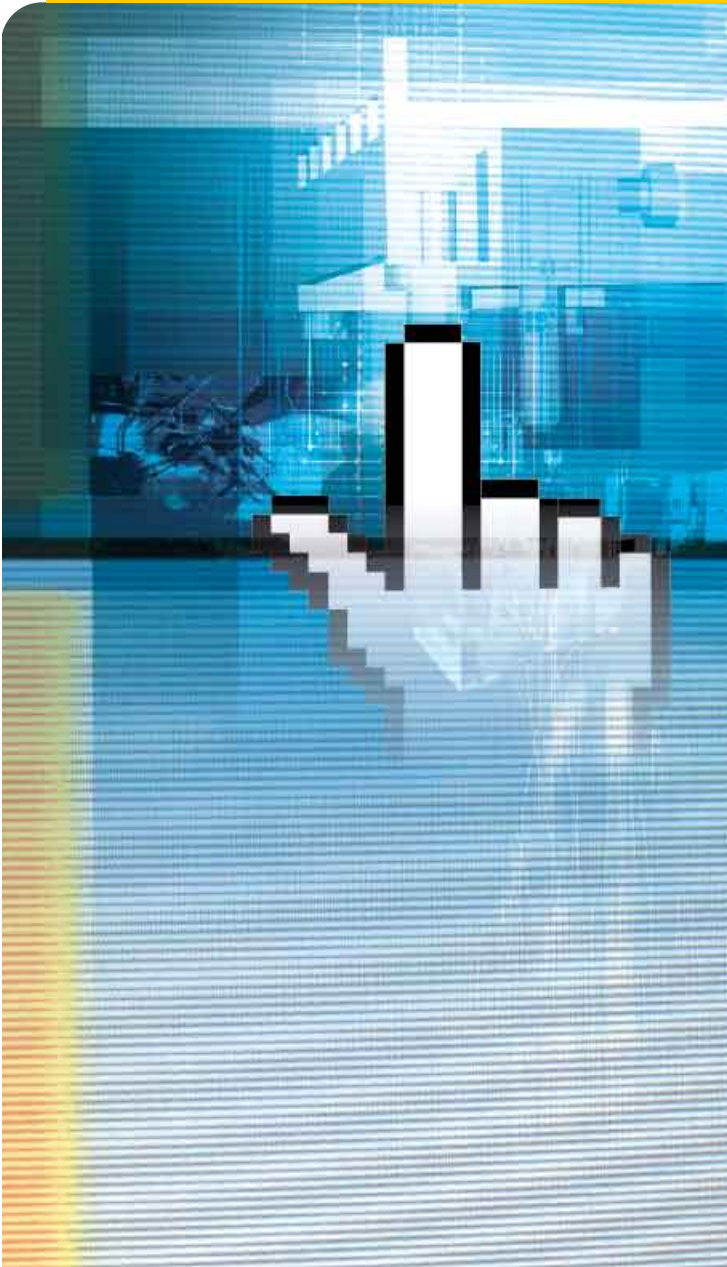


# HARTING E-Business

E-Business Offers and Solutions

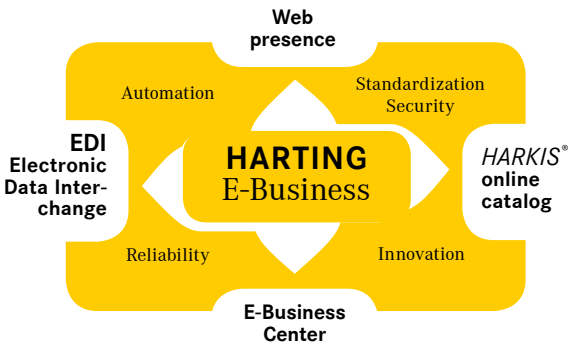


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# Innovative E-Business Systems ensure optimal Customer Service

*In the future, the intelligent use of information technology systems will strongly influence the efficient design of business processes – both in-house, as well as inter-company and company overarching processes. The potential lies in the **automation** of processes that have been performed manually up to now, and in **avoiding processing errors**. What's more, E-Business systems are available **24/7**.*

*With its **innovative E-Business systems**, HARTING offers its customers a number of different solutions for optimizing business processes and for covering information needs. The offer ranges from a comprehensive **Web presence** to the **HARKIS® online catalog and configuration system**, all the way to the **E-Business Center**, which provides*





*information on availabilities and prices and which allows products to be ordered by mouse click. Naturally, **Electronic Data Interchange (EDI)** is also possible in various forms.*

*Powerful and reliable systems ensure the availability, security and integrity of data and information. HARTING has many years of experience in developing and running E-Business systems.*



## Web presence

- 4,500 Web pages in more than 25 languages.
- **Practical** and **up-to-date** information.
- Use of a powerful content management system.
- Latest information from the source:
  - Our **diverse products**
  - Interesting **application examples**
  - **Contact data** for the local company
  - **Newsletter**
  - The possibility of subscribing to the latest product information as an **RSS feed**.

[www.HARTING.com](http://www.HARTING.com)

*HARKIS*®

## Product information online

The HARTING *HARKIS*® catalog information system ([www.HARKIS.HARTING.COM](http://www.HARKIS.HARTING.COM)) offers **comprehensive information** from **Connectivity & Networks** area.

This includes data sheets and 3D data, as well as technical specifications and comprehensive information on connection technology.

- *HARKIS*® takes you to the right connector for your application, **step by step**.
- **Set configuration** supports your selection of several components for a complete connector set.
- The **individually configured connector set** can be automatically prepared as a 3D assembly for download by the customer.
- Additional features for distributors:
  - Integration of the latest information directly in your **own pages**
  - Direct links to your Web shops
  - *HARKIS*® uses the open SAP standard **OCI (Open Catalogue Interface)** to transfer part numbers and quantities to any shopping cart.



## **Standardization in product data exchange**

The exchange of electronic product data is becoming increasingly important. There are a number of different systems, however, each with different definitions. That's why HARTING is intensively campaigning for **standardization in product data exchange**.

### **Classification systems**

HARTING is working with other manufacturers in ZVEI to define classification for connectors and other components within eCl@ss (Service pack 5.1.2 starting in April 2006).

### **Product characteristics**

HARTING focuses on the ISO 13584 and IEC 61360 data model. Characteristics that are set up according to this data model are used, for example, in eCl@ss 5.x and in IEC 61360-4 (Component Data Dictionary).

### **Electronic catalogs**

Provision of catalogs in BMECat 1.2 format. Optionally, also with classification and product characteristics.



# HARTING E-Business Center

The HARTING E-Business Center has been expanding the Web offerings for our customers since more than two years. The offerings are available [24/7](#).

Features:

- Web shop for **registered users**.
- Users can select which functionalities are to be utilized.
- Search by order (from E-Business Center as well as entered by Customer Service).
- **Availability check** for products.
- Display of **customer's individual prices**.
- Placement of products into a **shopping cart**, in order to place an order with HARTING.
- **Shopping carts that can be saved** for later use (availability check, order).
- Connection to our *HARKIS*<sup>®</sup> **catalog system** with corresponding search and configuration options.
- **"Tracking&Tracing"** for checking the current location of shipped orders (link to forwarder).
- **Search** by invoices with the link to the order, delivery note and "Tracking&Tracing".

## Electronic Data Interchange

Electronic Data Interchange (EDI) improves **processing efficiency and reduces error rates**, for both the customer and the supplier. For years, HARTING has been successfully operating a data exchange with customers on the basis of proven and stable industry standards. We strive to map **all process steps** in an existing connection.

HARTING currently uses the following standards and messages:

### **EDIFact:**

ORDERS	Customer order
ORDRSP	Order response
INVOIC	Invoice
SLSRPT	Sales data report message
DESADV	Despatch advise message

### **ANSI:**

ORDERS (850)	Customer order
ORDRSP (855)	Order response
INVOIC (810)	Invoice
PRODUCT TRANSFER & RESALE (867)	
FUNCTIONAL ACKNOWLEDGEMENT (997)	
ODETTE, VDA and RosettaNet are planned.	

### **Miscellaneous:**

Data communication can be handled via **SMTP, X400 or OFTP**. Our provider is Sterling Commerce.

Where required, outbound data can also be **digitally signed**.

## Outlook

HARTING will continue to incrementally expand its E-Business activities, and to customers **additional services**. At the same time, EDI and the HARTING E-Business Center will form the backbone of the E-Business activities over the medium term.

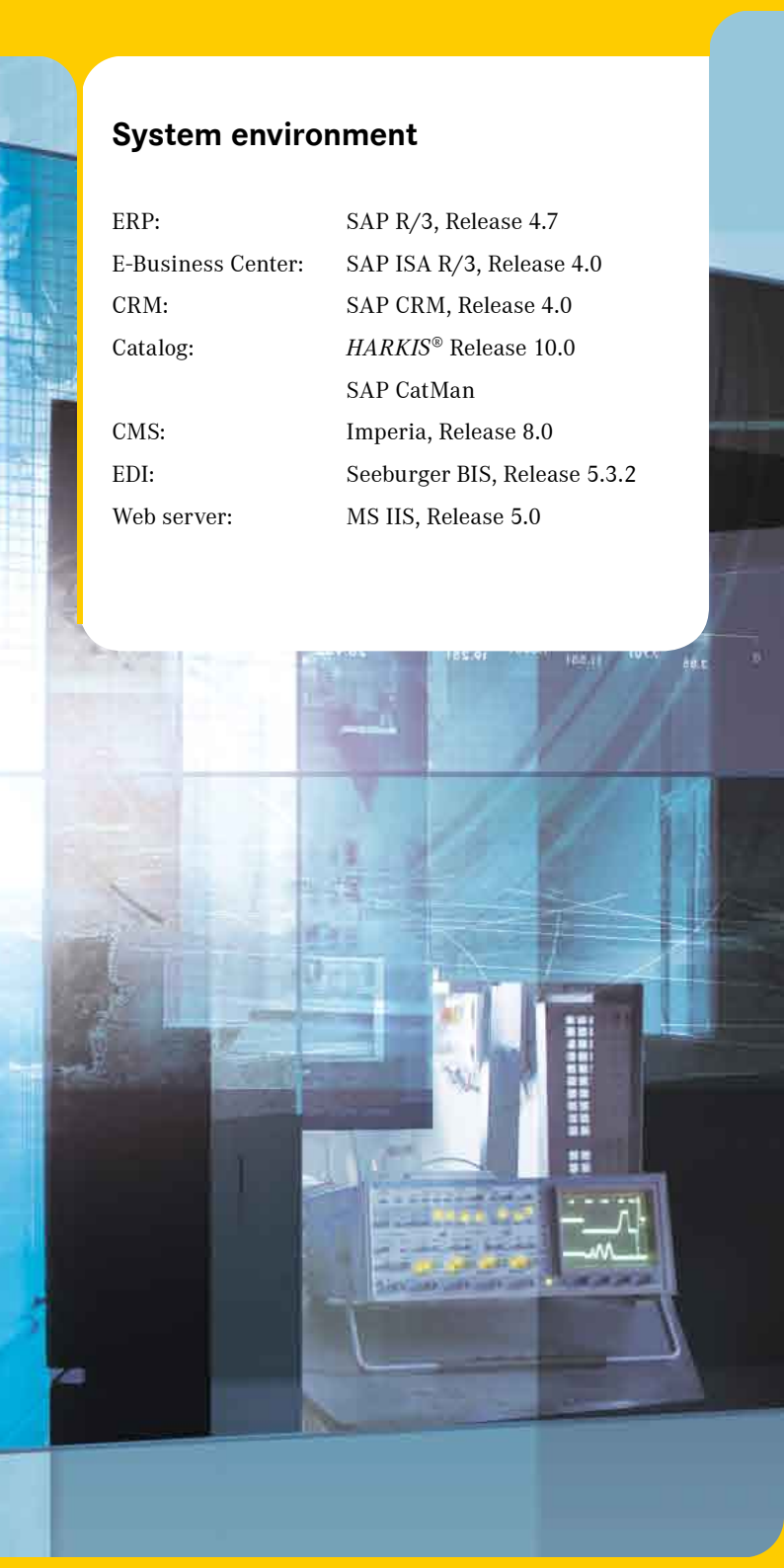
In addition to the already established solutions, such as EDI and the E-Business-Center, we are working on providing **Web services** to open up a new dimension in linking your IT systems to HARTING's. In this way, seamless processes and functionalities can be implemented that will ensure mutual benefits.

Web services allow **different application systems to communicate** with one another. For example, a Web site can read and present information from a product catalog in real time.

HARTING has already integrated the first Web service, which allows products to be looked up, in the *HARKIS*<sup>®</sup> product catalog. Additional services for data exchange between internal and external applications are currently in the planning stage.

## System environment

ERP:	SAP R/3, Release 4.7
E-Business Center:	SAP ISA R/3, Release 4.0
CRM:	SAP CRM, Release 4.0
Catalog:	<i>HARKIS</i> ® Release 10.0 SAP CatMan
CMS:	Imperia, Release 8.0
EDI:	Seeburger BIS, Release 5.3.2
Web server:	MS IIS, Release 5.0





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