

UK Government Department Chooses Enigma's 'Support Chain' Focus

Submitted by: Landmark Consultants

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The Department of Trade and Industry (DTI), has chosen a case study of Enigma's work with Perkins Engines as an example of ebusiness best practice in the manufacturing sector.

The selected case study, which will be circulated to 50,000 business people throughout the UK, illustrates how Enigma's 3C platform has been used to build Perkins' SPI Service and Parts Information, aftermarket system. This e-business application is expected to:

- Increase aftermarket revenue by 5%-10%
- Increase spare parts ordering accuracy and inventory management efficiency
- Reduce the number of technical support calls to Perkins headquarters as a result of a more responsive and better-informed distributor network

The DTI will use the Enigma case study as one of a series promoting best practice in the growing ebusiness sector.

For a copy of the Enigma/Perkins Engines case study, please email Matt Tucker at mtucker@landmarkconsultants.com.

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About Enigma

Enigma is the leader in content-driven e-commerce for the capital equipment aftermarket. Enigma connects manufacturers and operators with an innovative transactive content platform that links rich product support information with transactional data.

Enigma's solutions allow manufacturers to build tighter post-sale relationships with their customers and increase the value of their aftermarket services and spare parts business. Equipment operators realise revenue increases from improved equipment uptime.

Typical applications of Enigma technology include e-commerce sites, e-catalogues, illustrated parts catalogues, interactive electronic technical manuals and Web-based self-service product support.

Enigma's rapidly expanding list of customers includes GE Aircraft Engines, Pratt & Whitney, Perkins Engines, Bombardier, Hewlett-Packard, Ameritech, Lucent, Bell South, Nokia, Sybase, Sun Microsystems, John Deere, Mack Trucks, Freightliner, Motorola, Cummins Engines and Delta Air Lines.

Enigma is a privately held company, headquartered in Burlington, Mass., with offices in San Francisco, London, Munich, Amsterdam, Toronto, Tokyo and Tel Aviv. For more information visit Enigma's World Wide

Web site at <http://www.enigma.com> .

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