



Eliminate incorrect parts orders.
 Increase profitability.
 Decrease equipment downtime.
 Improve customer satisfaction.



Make Incorrect Parts Orders a Thing of the Past.

Incorrect parts orders cost a field service organization. Not only do they guarantee a follow-up visit and longer equipment downtime, but for many manufacturers the part may also be complex, specialized, and expensive.

Providing field service engineers with an accurate, efficient system for identifying and ordering parts is difficult. Parts information is often scattered across different departments and in disparate formats.

AnswersAnywhere SmartParts catalogs curates all this disorganized data for you, transforming it into a single, mobile, online/offline parts catalog.

Side-by-side exploded diagrams and parts lists let engineers quickly and accurately identify the correct part, locate part numbers, view part images and add parts directly to a work order or pick list, eliminating costly and incorrect parts orders.

The result is accurate parts ordering every time!



With AnswersAnywhere... BUNN's field service technicians have the latest installation, servicing and parts knowledge in the palm of their hands. Armed with the right knowledge, the technician can get the equipment back in service and producing revenue faster.

– *Tim Spencer, Senior VP and GM for Service Operations, BUNN*



Delivering Parts and Technical Knowledge When and Where Field Service Engineers Need It.

AnswersAnywhere: Knowledge to Know-How

AnswersAnywhere is a unique combination of expert know-how, well-developed processes and groundbreaking technology that results in your field service engineers and support staff having mobile access to all the technical and parts knowledge they need to deliver accurate and efficient service.

Our knowledge experts utilize over 20 years of experience to organize, transform and deploy your organization's scattered technical and parts data into a single, interactive, mobile knowledge base. We then maintain the knowledge base for you, keeping it up-to-date and optimized so you know your service team has access to the most current information available.

The Correct Part. Every Time.



All the parts knowledge you need onsite. Side-by-side exploded diagrams and parts lists, prices, part numbers, images and more.



Online/offline access to parts catalogs so the information you need is always right at your fingertips... no matter what the connectivity.



Check stock availability, view replacements for obsolete or unavailable parts, create and save to favorites lists, and quickly search by model, part number, keyword and more.



Groundbreaking technology utilizes AI to transform existing sources into an intelligent, interactive knowledge base.

AnswersAnywhere Features

- Knowledge-as-a-Service — A complete outsourced knowledge management solution including people, process and technology.
- Speed-to-Knowledge — Initial knowledge base published 90 days after project launch.
- Continuous Optimization — Daily, weekly or monthly knowledge updates and optimization
- Available on browser, Windows, Apple iOS and Android apps.
- Integration with leading field service management platforms.
- Online and offline access to knowledge.
- Knowledge segmentation lets you control who has access to sensitive information.
- Powerful data analytics gives you insight into the field like never before.