PlanetJ Corporation

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CASE STUDY

Wabash National

Headquartered in Lafayette, IN, Wabash National Corporation (NYSE: WNC) is one of the leading manufacturers of semi-trailers in North America. Established in 1985, the company specializes in the design of dry freight vans, refrigerated vans, flatbed trailers, drop deck trailers, and intermodal equipment.



Company Profile

Name:

Wabash National

Industry:

Transportation

Headquarters:

Lafayette, IN

URL:

http://www.wabashnational.com/

Product:

PlanetJ's WOW Enterprise

The Challenge

Warranty claims and claim statuses among vendors and service centers were being tracked by MS Access. Claims were being taken over the phone, fax, and/or e-mails. Wabash was looking to build an online OEM Warranty System that would allow service centers and vendors to submit and review claims over the secured internet. In addition, Wabash expressed the needs of an online Used trailer website that would allow dealers to view available used trailers real-time.

The Solution

PlanetJ worked with Warranty IT team at Wabash and developed a sophisticated online Customer Warranty system using PlanetJ's WOW tool. In addition, a Used Trailer Website was built that allows customers to view most recent listings, special offers, or upcoming trailers.

Requirement Details

The online OEM Warranty System would need to allow service centers and vendors to submit and review claims securely over the internet. The system should lead to quicker response times and easier-to-use processes. Additionally, the new Used Trailer system would need to reduce customer service overhead and provide IBM AS/400 database information to customers over the internet.

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How It Works

From the Wabash National website, a customer can access the Online Service Center using a secured user name and password.

Service Center Login

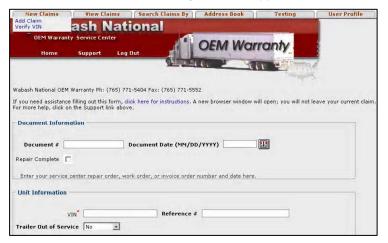
User
Password

Login

(Note: passwords are case-sensitive)

If you have any questions, please contact Wabash National OEM Warranty
Ph: (765) 771-5404 Fax: (765) 771-5552

Through the application, the customer can create a warranty claim which is then submitted to Wabash National Warranty Tech for approval.



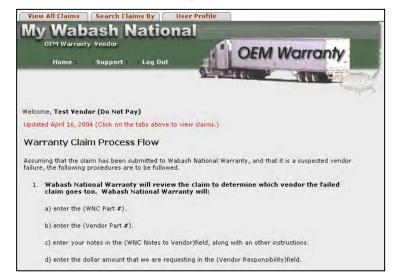
In Warranty Tech's secured website, they can either approve the claim or reject it back to the service center for more information. If the claim looks fine, Warranty Tech approves the claim. If a vendor is responsible for a failing part, the claim is submitted to the vendor.

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My Wabash Nation Warranty Tech Department My Pending Support Log D				By C By T Ran	npany Sustomer Fracking #	OEM Warranty					
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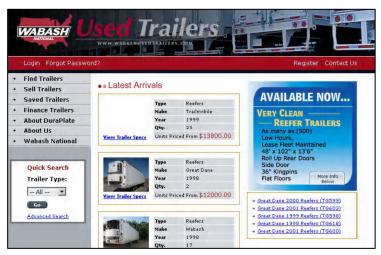
"We were very impressed at how easy it was to use the tool, and surprised at the speed of development and time to production."

Joanna Shi *Wabash National* The vendor logs into their secured site and either rejects or approves the claim. The claim is then submitted back to Warranty Tech.



Warranty Tech will finalize the processing of the claim, debit the vendor if needed, and issue payments to the service center if the trailer is under warranty.

From the Used Trailers application, customers can view a list of latest arrival, coming-soon, special and banner trailers with available quantities and prices.



Customers can further drill-down to see trailers' specifications. Furthermore, customers can search for particular trailers of their interests and send inquiry e-mails to Wabash National sales specialists for detailed information. Authorized WNTC dealers can view more features such as dealer prices.

Trailer information ties to backend SAP system.

Hardware and Software Overview

ERP System: SAP

Hardware: WebSphere Application Server on Windows 2003 Server

Database Server: AS/400

Software: PlanetJ WOW, JAVA, Servlet/JSP, WSAD

Security: Firewall, DMZ, SSL

Summary

With the WOW Builder, a significant amount of time was saved for developers to enhance the existing Warranty System and Used Trailer website. The WOW Builder also allows for the development of any new, simple, efficient, and easy-to-use web application.

Wabash developers went through basic WOW training. Joanna Shi of Wabash National stated: "We were very impressed at how easy it was to use the tool, and surprised at the speed of development and time to production." Since the development of the solutions, she further stated: "We've used the WOW Builder to create a couple of other web applications, and it usually took us just a couple of hours to build a high-quality application."

References

www.planetjavainc.com

www.wabashnational.com

Additional case studies can be found at: www.planetjavainc.com/casestudies/
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