Royal Reesink



INTRODUCTION – What we do

Royal Reesink is a market leading international distributor and service provider of high-quality equipment, components and services.

As we operate locally, we are very close to our customers.

Everything is aimed at providing full service to our customers. 65% of our business consists of service and support.



INTRODUCTION – A GLANCE



> **25,000** years of experience



1,210,000.000
Revenue 2022
budget

Enabling your business



Since **1786**



2.600 Employees





Head ofice in NL/ Apeldoorn



12.598
Cups of coffee a day





500.000

kWh retrieved in one year

INTRODUCTION – OUR CUSTOMERS



Farmers and contractors



Agricultural holdings



Forestry and landscaping



Golf courses and sport facilities



Industrial companies



Construction companies



Logistic centers and warehouses



Water boards and (local) authorities

INTRODUCTION – OPERATING COMPANIES







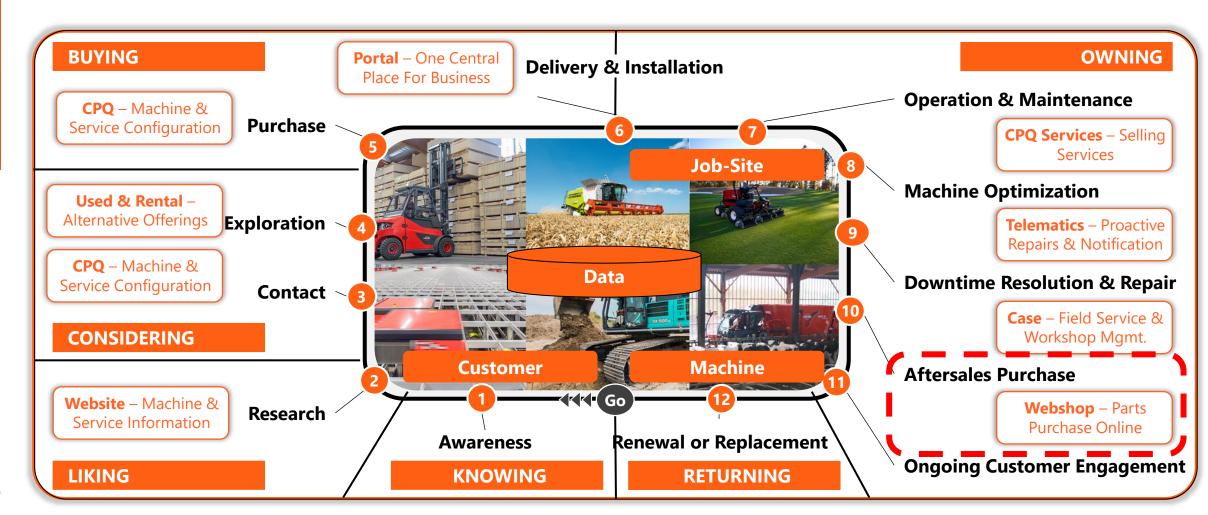






INTRODUCTION – OUR DIGITAL FUTURE

We've started the DCX program to define and implement along the customer journey tools and capabilities for growth and to prepare Royal Reesink for the (digital) future



Webshops across Royal Reesink



WEBSHOPS – OBJECTIVES & VISION

Benefits



Improving customer retention, customer service and customer experience



Increased revenue due to a broader customer base.



Increase and driving brand awareness beyond our existing (sales) territories



Optimizing internal processes and efficiency via online ordering and processing of Parts sales and service

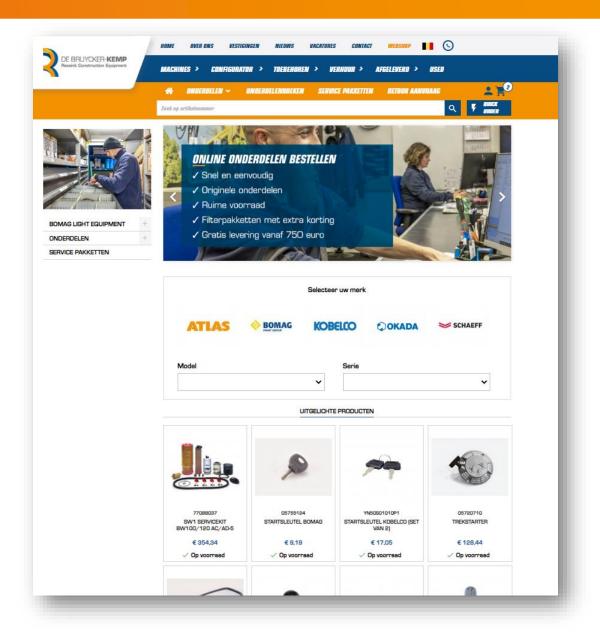
"A one-stop online shop for OEM equipment spare parts and accessories. With our spare parts we enable customers to achieve the highest yield from machines and systems."



WEBSHOPS – PROJECT UPDATE

- ✓ Started in 2020.
- ✓ Working together with a single partner.
- ✓ Building from a basis which reduces costs.
- ✓ Local responsibility with a product owner at central level.
- ✓ Close collaboration between different OpCo's.

Fundamental idea: the webshop should be easily accessible & it should be easy for customers to place an order



WEBSHOPS – STANDARDIZED TODAY

Currently we established 6 webshops using the standard template of Ecommerce which is developed on Prestashop.

Platform:



Partner:



E-Commerce For Parts & Equipment





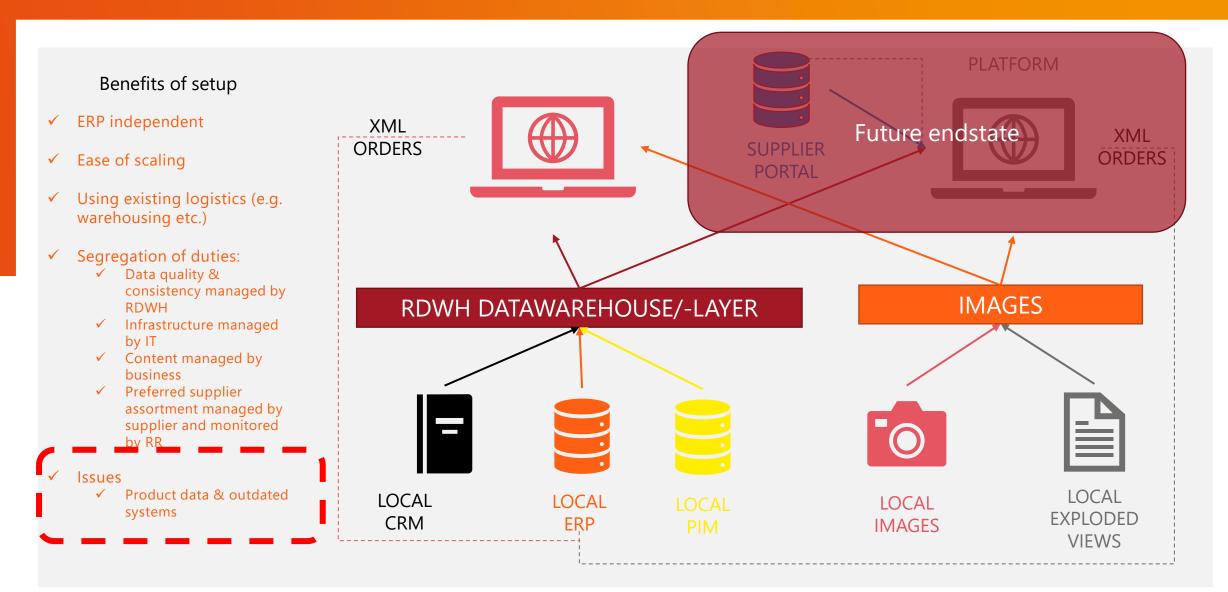








WEBSHOPS – ARCHITECTURE



WEBSHOPS – ACHIEVEMENTS 2022 (1/2)

We execute on quick wins particular around parts e-commerce with direct impact on revenue and customer experience.

Piloted Image
Taking Equipment
And Started
Installation Into Two
Locations



Defined Consistent Image Standards Across OpCo's And Webshops (during 1 month pilot)





Launched New Parts Webshops (for RCE NL, BE & MM)





Improved
Integration Of Parts
Catalogues Within
e-Shops (leading
example Stierman)





Established Regular KPI Tracking Per Webshop

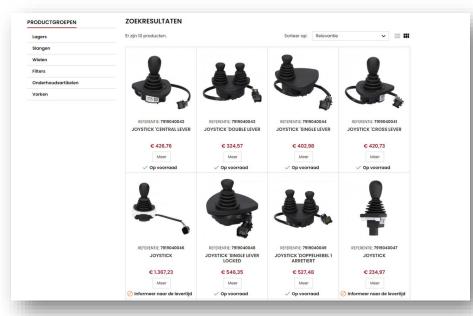


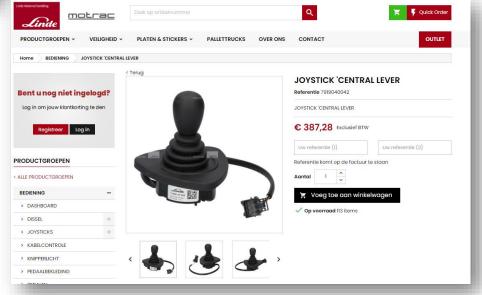


WEBSHOPS – PHOTO TAKING

Piloted Image
Taking Equipment
And Started
Installation Into Two
Locations







WEBSHOPS – ACHIEVEMENTS 2022 (1/2)

We execute on quick wins particular around parts e-commerce with direct impact on revenue and customer experience.

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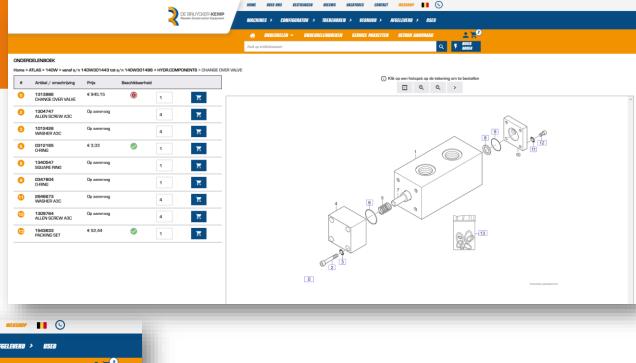


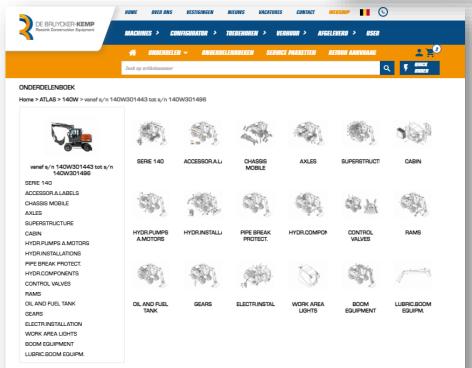
WEBSHOPS – SPAREPARTS BOOKS

Improved
Integration Of Parts
Catalogues Within
e-Shops











WEBSHOPS – ACHIEVEMENTS 2022 (1/2)

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Established Regular KPI Tracking Per Webshop





WEBSHOPS – ACHIEVEMENTS 2022 (2/2)

We execute on quick wins particular around parts e-commerce with direct impact on revenue and customer experience.

Start of parts categorisation for improved searchability





Start product enhancements RCE (integration spareparts books)



Established a seamless integration and UI consolidation for a better customer experience





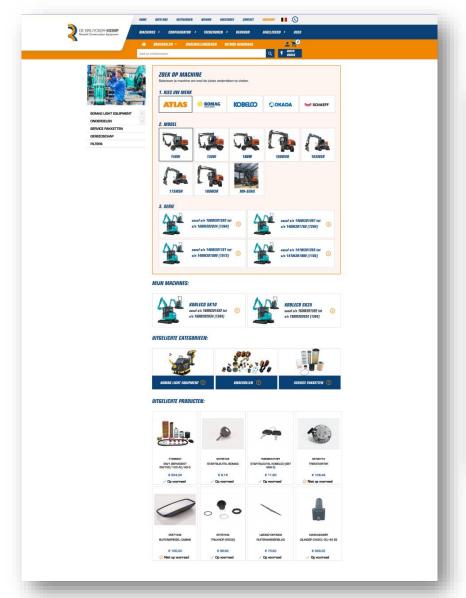
Established an Ecom community and organize Ecom workshops to learn from each other.

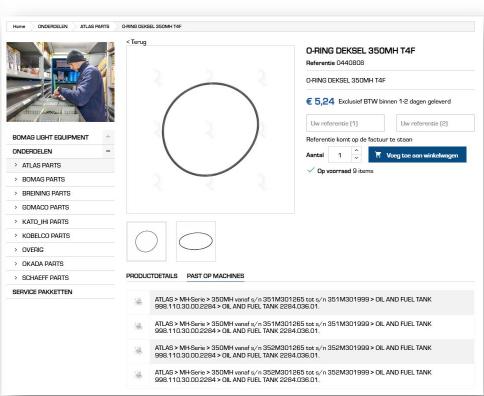


WEBSHOPS – PRODUCT ENHANCEMENTS

Start product enhancements RCE (integration spareparts books)







WEBSHOPS – ACHIEVEMENTS 2022 (2/2)

We execute on quick wins particular around parts e-commerce with direct impact on revenue and customer experience.

Start of parts
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Established a seamless integration and UI consolidation for a better customer experience





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WEBSHOPS – next steps

Benefits



Implement webshops at more of our companies.



Ensure current webhops are further enhanced and developed.



Pick up marketing activities to ensure better findability.



Ensure the platform is ready for the future.

Enabling your business!

