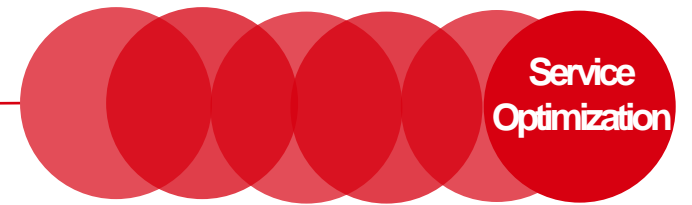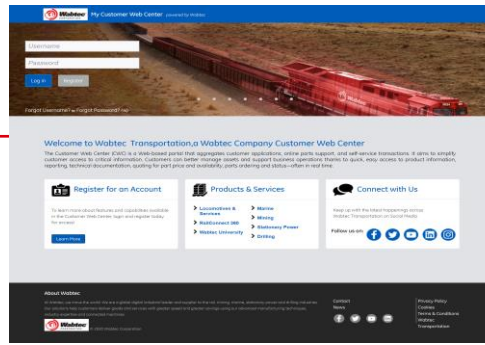# Wabtec
Customer Web Center

Centralized Information

WHAT IS IT?

The Customer Web Center (CWC) is a Web-based portal that aggregates customer applications, online parts support, and self-service transactions. It aims to simplify customer access to critical information.

WHAT IT MEANS TO CUSTOMERS?

Customers can better manage assets and support business operations thanks to quick, easy access to product information, reporting, technical documentation, quoting for part price and availability, parts ordering and status—often in real time.

To register for access, visit https://customer.wabtec.com/

KEY FEATURES

- Simple user registration & management
- Place part quotes & orders
- Setup notifications on shipments & returns
- Access order & shipment history
- View invoices, packing lists
- Download return documentation
- Search product content & manuals
- Single Sign On to web applications (EOA, AESS, Parts Catalog, etc..)

CUSTOMER BENEFITS

- ✓ Self-service, minimal wait-time
- ✓ Mobile access ensures continuity of information, even in the field
- ✓ Improved user experience
- ✓ Centralized access for product support needs
- ✓ Real-time reports and dashboards
- ✓ Collaboration with Wabtec support resources (via email)
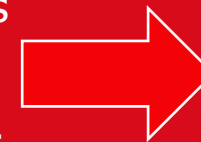
RESULTS

Increased Customer Satisfaction

Simplification…Driving Speed

Better Productivity