

# IHS Product Change Management System

**Comprehensive services for component manufacturers to distribute product information and build customer relations**

With today's evolving environmental regulatory landscape, safety and trade regulations and advances in technology, component manufacturers are under increased pressure to continuously improve their products. They also need to keep their customers informed of product changes, discontinuances and introductions as well as provide environmental compliance notices. It's a time-consuming job, but an important part of keeping customers satisfied.



Companies rely on their component suppliers to inform them of changes to a product's technical characteristics or availability, and to ensure that their products meet performance, environmental, safety and market requirements.

In many cases, component manufacturers are held by contractual requirements to communicate product change and discontinuance information within specified timeframes per the JEDEC 46 and 48 standards, and they face significant financial penalties for failure to comply. Even without contractual requirements, making new product information available as early as possible to the right customers and prospects can effectively differentiate a product and help secure market share in competitive situations.

### The Key to Improving Customer Satisfaction

Targeted, timely communications offer component manufacturers significant opportunities to build valuable relationships with their customers. A comprehensive system that supports distribution of product change and discontinuance notices, environmental compliance statements, material content declarations and new product introduction notices can ensure that critical information gets to the people who select, use and purchase parts.

PCMS is configurable to support targeted public or private distribution of a full range of notifications with specific rules for each user group and notice type, including:

- Product change notices and product discontinuance notices in compliance with JEDEC 46b and 48a
- RoHS compliance documents such as IPC 1752 documents or certificates of compliance
- REACH compliance statements
- Material declaration datasheets or other material disclosure documents
- Product datasheets
- New product announcements
- Product qualification data

IHS Product Change Management System (PCMS) is a comprehensive service that meets component manufacturers' requirements to deliver critical product information. It also can track the receipt and acknowledgement of the information, so that manufacturers can ensure their customers are getting the details they need and expect.

### A Full Range of Communication Options

PCMS consists of branded, integrated modules with both push and pull distribution methods to keep product information moving at today's pace of innovation, so that every customer can make critical decisions with the most current information.

PCMS modules include the following solutions:

- **Public Notification** forwards email notices of public product information to a broad audience. Interested users register for this service at no charge to them, allowing component manufacturers to capture information about potential customers or customers who buy through indirect channels such as distributors or contract manufacturers. The Public Notification module can capture valuable intelligence about an otherwise unknown customer base.
- **Direct Customer Notification** provides targeted, closed-loop email distribution of product information to direct customers with a complete audit trail of sent and acknowledged notices to support due diligence related to regulatory and contractual compliance. Customers are notified of impacted parts based on their purchase history. Additionally, notifications present both the manufacturer's part numbers and the customer's internal part numbers, for improved customer intimacy and satisfaction. Notifications respect compliance as well as confidentiality requirements, ensuring that users receive all of and only the information that they are entitled to.
- **My Notifications** provides a persistent view of the notifications sent to each individual user, so that users can view, search and manage their historical notifications in one archive, rather than having to keep track of numerous email notices.

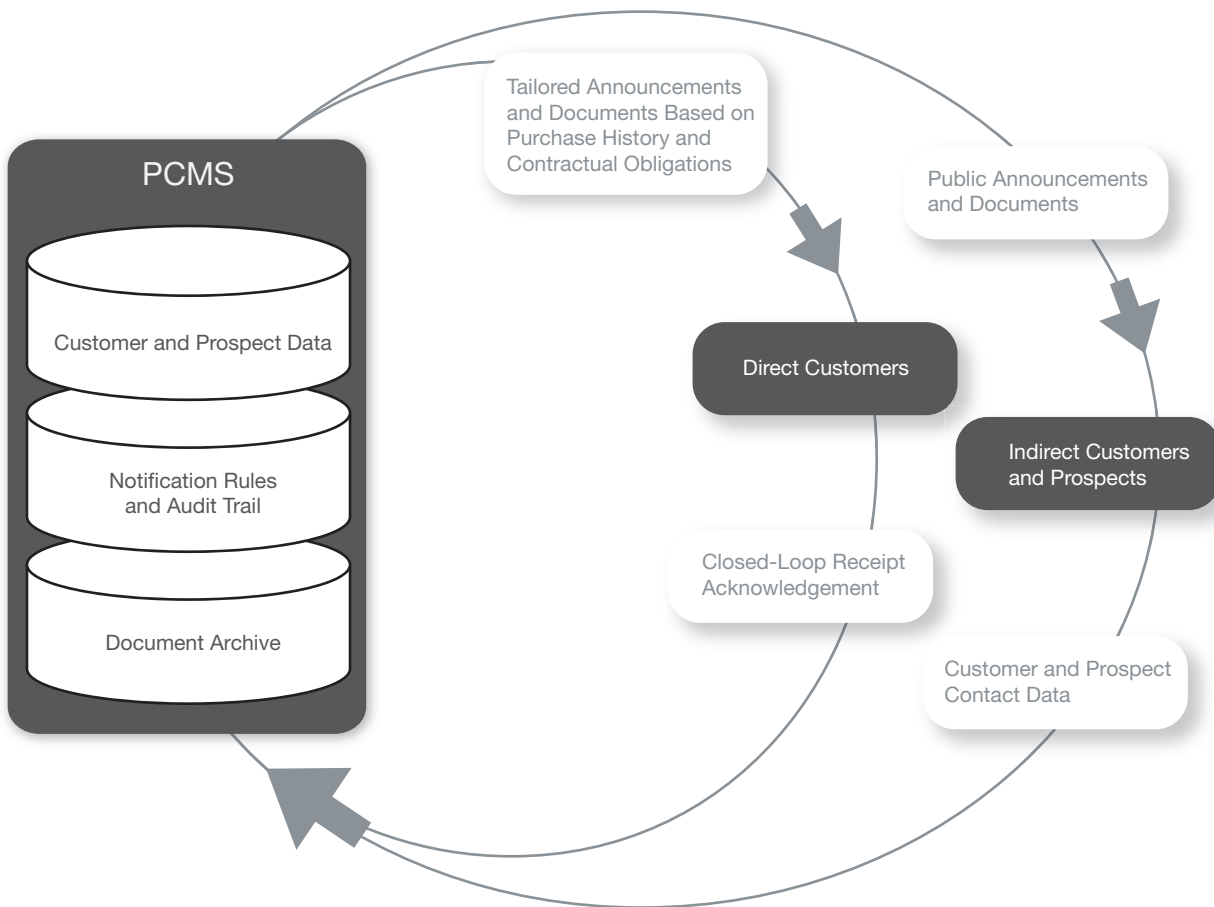
- **Search DB** offers a self-service web search tool that allows users to search for documents based on affected parts, document type, document number and other relevant parameters. Search DB supports searches for both public and private documents by limiting search results to documents that each user has the right to see so that confidentiality is respected. For direct customers, part numbers are displayed along with the manufacturer's part numbers.
- **Administrative Tools** help the component manufacturer manage its customer, user and document data and notification rules. It also includes tools to allow the component manufacturer to view notification history and acknowledgement status by document, customer and user, and tools to manage business units for direct customer notification.

### Easy for Component Manufacturers and Customers to Use

PCMS is a highly flexible, configurable notification system that can be branded for consistency with the component manufacturer's online page templates, and configured to use the component manufacturer's product categories, document types and wording on email notices and the user interface. Notification rules can be customized for different user roles and users can define preferences for how and when they want to receive notices.

PCMS can be deployed in individual customized modules. IHS works with manufacturers to integrate data feeds from their customers' systems for data related to companies, divisions and users to be notified as well as documents and document metadata, to ensure timely, complete and accurate notification of all relevant parties.

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## The Benefits Are Compelling

PCMS provides component manufacturers with a reliable, tailored process to notify customers of a wide variety of product information, from product introduction through end of life. This allows them to:

- Retain their market and build a high-value channel for new product introductions as they retire old products and technologies.
- Maintain a defensible audit trail to support contractual and regulatory requirements to notify customers of product changes, product discontinuance and hazardous substance content in products.
- Reduce liability and risk for obsolete take-back inventory with closed-loop notification and acknowledgement.
- Maintain design wins by improving communication between sales, marketing and customers.
- Improve the user experience at the company's website with branded, comprehensive, usable part and document search capabilities.
- Free up sales and customer support resources for high-value activities with consistent, timely communications of relevant product updates.
- Strengthen customer relationships through improved, targeted communications and powerful sales and support capabilities.

For More Information

To learn more about PCMS, visit [parts.ihs.com](http://parts.ihs.com)

### IHS Manufacturer Alliance Program

IHS' Manufacturer Alliance Program (MAP) is a partnership between electronic component manufacturers and IHS to provide current, accurate product information to a common user community.

MAP is designed to improve the visibility of the component manufacturer's products to the more than 300 major OEMs and CEMs around the world that rely on IHS as their first source of electronic component information. Based on establishing regular updates to ensure complete coverage of their product line in the IHS electronics database, component manufacturers can implement several PCMS modules at no cost in exchange for public component data and documentation.

Our customers realize that there is no substitute for complete, accurate information when making critical design and sourcing decisions. By participating in MAP, your products will be fully represented in the IHS electronic component database and accessible in the first place that thousands of engineers and buyers look for critical information and insight.

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