

Scale your aftersales and service. Not your team.

Afterbase connects customers, service teams and business processes in one platform. Bring information from existing systems together, automate repetitive work, and support more machines and customers without growing your team at the same rate.



Four solutions. One connected platform.

What Afterbase can do for you

SERVICE OPERATIONS

Simplify service registration, inspections and work reports with digital forms, Form Builder and relevant machine context. Afterbase can be seamlessly integrated into IXON Cloud.



CUSTOMER OPERATIONS

Give customers access to machines, documents, spare parts, quotes, orders, service objects and tickets. Deliver self-service in their familiar environment, including IXON Cloud integration.



AI AUTOMATE

Automate service email handling with AI Buddy. Partner Networking connects suppliers for automated exchange of purchase orders and order confirmations.



OPERATIONAL INSIGHTS

Bring operational information together in dashboards and KPIs. Turn information into practical insights for service, operations and management.



Connect machines, data and businesses

DATA CONNECTIVITY

Connect ERP systems such as Ridder iQ, Isah and Trimergo, alongside cloud and on-premises sources, databases, SharePoint, file servers and APIs.

IXON CLOUD INTEGRATION

IXON connects users to machines. Afterbase adds business context and service workflows. Customers and service teams can work within one familiar environment.

PARTNER NETWORKING

Organizations invite suppliers, configure connections and automate the exchange of purchase orders and confirmations. Suppliers participate as Partners; businesses connecting their own suppliers become Hubs.

Afterbase in practice

EVENUTION

Customer Operations brings relevant machine and customer information together, including documentation and self-service.

POLYKETTING

AI Buddy Service Email Analyzer supports quote and order requests. Polyketting expects approximately 60% less manual handling of these service emails. This is a target, not yet a measured result.

WPS HORTI SYSTEMS

A custom service-hours module simplifies registration and connects hours to specific custom fields and subcategories in Ridder iQ.

Discover what Afterbase could mean for your business. Explore the ROI Calculator or book a demo at afterbase.cloud.