

WDS Components Help Desk

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2023-11-28 - Mark Moody - Sales and Marketing Director - News and Media

Components and standard parts supplier and manufacturer WDS Components has launched a new website that increases the speed and ease of parts selection and ordering. Wdscomponents.com now offers increased awareness over account details and status, combined with new functions to optimise the efficiency of account management. The site's new search functionality, supported by Live Chat, will also increase the ease and reliability of component selection.

To enable customers to quickly find the parts they need, the new website features a powerful search engine. The intelligent search facility will help generate an accurate result, even if the customer is using different terminology for their standard part or component. This functionality is based on real-world language and customer feedback, and the search engine will be constantly updated to provide more precise and relevant results.

[Wdscomponents.com](https://wdscomponents.com) will continue to provide comprehensive product specification for every standard part and component, including free to download CAD files, as well as 3D drawings that don't require specialist software to view. Product search and specification support is now boosted by a Live Chat facility, where WDS' product experts can provide live advice to help quickly identify the right part, including an e-mail response service for after-hours enquiries.



For extra customer support, there's a wealth of content in the website's news and blog section, including articles explaining how components can be specified for particular applications. To enhance the experience for customers around the world, language selection and purchasing format includes English UK, German, Spanish, French, Italian, Brazilian Portuguese, and American.

WDS is renowned for providing same-day despatch, and a countdown clock at the head of each web page shows the time available to meet this rapid service. WDS includes high stock availability, including its Stock Guarantee offer that provides 10% discount on any out-of-stock order volume. The new 'Made in Britain' flag icon also shows customers that volume can be quickly manufactured and replaced, for relevant products. WDS manufactures around 50% of its stock on-site at its Leeds facility, enabling excellent product availability.



The new website also enhances the efficiency of account management, including a Quick Order facility. This enables customers to directly enter part codes and order quantity instead of searching for a part by name or type. The website also allows customers to map their own product references to WDS' product codes, enabling them to order using their own SKU. To speed up this process, the customer can upload their own product references in bulk via a spreadsheet. Access to previous orders is available, and digital quotations can be provided. The website now also shows invoices, as well as real time credit limit and balance, to optimise account management efficiency.

Customers can manage their own users and accounts, share baskets and much more.

"We've integrated many improvements to wdscomponents.com to make the customer experience faster and easier, but importantly, we've kept the familiar layout and retained the previous content that our existing customers are used to," says WDS Components Sales & Marketing Director, Mark Moody. "Openness and honesty with our customers are central to our ethos, and this is reflected in our Trust Pilot reviews. The improvements to the new website will enhance ease of use and clarity for existing customers, while new customers will be able to quickly find the items that best suit their requirements."

We will continuously improve this site, to ensure our customers get the best online experience we can deliver.

For customers that prefer to select standard parts and components from hardcopy, a catalogue is available and can be ordered free of charge from wdscomponents.com.



About WDS Components Ltd

WDS Components is the home of standard parts and machine accessories. Established in 1952 'Woodside Die Sinking Company' made jig and die parts to speed up production in tool rooms, WDS Components has grown from humble beginnings to become a leading European manufacturer and global distributor of high quality durable parts at competitive prices. We supply components, standard parts and machine accessories to original equipment manufacturers, maintenance engineers, small businesses and individuals all over the world. Over 98% of our range is available from stock and can be shipped the same day from our global distribution centre in the UK, using best in class worldwide logistics companies.

We provide unrivalled choice and unequalled availability.

WDS Components are proud to support some of the most prestigious engineering companies and brands in the world, who all trust WDS Components to service their needs.

We are committed to engineering excellence and continuous improvement. Our team of in-house engineers has expertise spanning several decades and is a blend of highly

experienced and new generation graduate engineers who focus on the latest developments in design and manufacturing technology.

Our entire range of products is available to purchase on our website WDS COMPONENTS.COM where designers and manufacturers alike can download 3D models of all components in the widest range of formats available.

WDS Components provide solutions for customers who require a wide and growing range of high quality, competitively priced products, coupled with incredible product availability and same day despatch, backed up by easily accessible technical support.

Further Information:

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