

**oerlikon**

**myOerlikon.com**  
Facts and Figures



# myOerlikon.com – a strong tool from a strong partner

**With myOerlikon.com, Oerlikon provides its customers with an efficient tool for optimising the operation of the machines and equipment. myOerlikon enables a significant increase in efficiency of the processes concerning the maintenance, care, modernisation and procurement of original parts.**

With the latest generation of the online portal, Oerlikon Manmade Fibers underlines its service leadership in textile machinery engineering. Years of experience in online customer service combined with state-of-the-art IT and an innovative user interface produces a number of appealing customer benefits.

Users of myOerlikon.com are given access to all the necessary information for the operation of their product portfolios. From operating and service documentation to original parts catalogues, up to e-learning modules and knowledge databases – and all of this is precisely tailored to their machinery and needs.

Additionally, myOerlikon users are the first to be informed about relevant innovations and offers.

## Functionality and features

myOerlikon.com is a state-of-the-art modular online portal. It can be used via the Internet from virtually any PC, tablet or smart device. Access is granted via a central clearance (single sign-on). After the authentication, users have access to all the data and information which have been specially prepared for them.

### Machine-Dashboard

The machine-dashboard is the core of the service portal. It offers a clear overview and the ability to conveniently retrieve all relevant service data.

All the information regarding the machines and equipment is individually prepared and made available. After successfully logging in, users can access all the relevant product information via the machinery dashboard module.

### Media

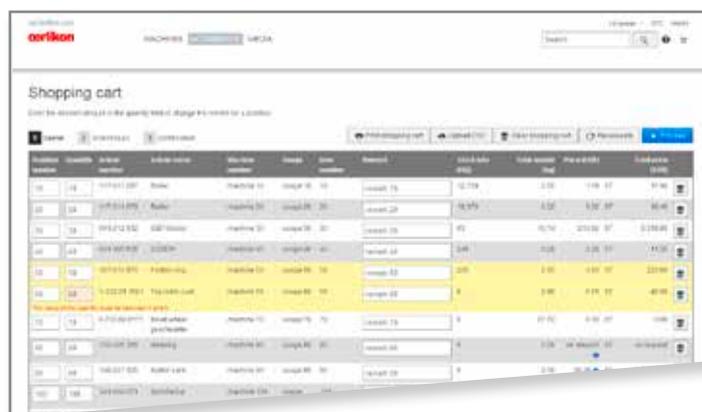
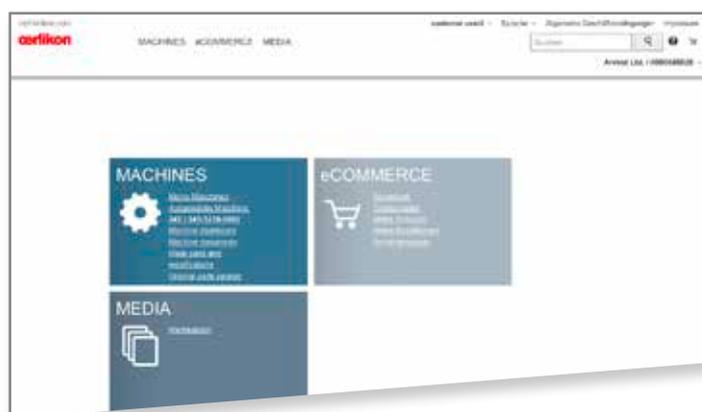
In the media module, myOerlikon.com users will find the most up-to-date publications for the comprehensive range of services as well as trainings and technical support.

### e-shop

The e-shop module from myOerlikon.com is more than just a simple online shop.

In addition to the standard shop functionality, the reliable and permanently available shop functions allow users to create custom offers, track open orders and offers as well as access transactions from the past four years.

Along with the provided information for special promotions, these are just a few of the many valuable new functions.



## Customer benefits

Users of the myOerlikon.com service portal benefit in every way.

### Single-Sign-On

With a simple log-in process, all information regarding the user's custom Oerlikon product portfolio is made available.

Thus, all the required information can be quickly and reliably called up with just a few clicks.



Upon signing on by means of the username and password, myOerlikon.com users worldwide are able to access their data online.



### Dedicated machine documentation

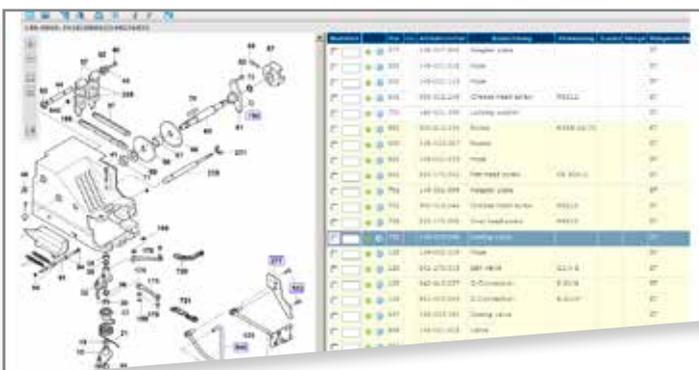
With the help of the machinery dashboard, users of myOerlikon.com are given clearly presented and custom prepared access to all relevant information concerning their machines and equipment.

Users are always able to quickly and easily access to

- all manuals, circuit diagrams and technical information
- all implemented and possible modernisations and upgrades
- all relevant and original part catalogues as well as
- all information regarding consumables

This makes genuine monitoring possible and provides a complete perspective.

myOerlikon.com users are always up-to-date, and can plan updates and maintenances according to their needs.



## **e-Commerce at its best**

The e-Shop combines everything that a professional user could want from a professional tool.

The functionality of the modules allows for simple and secure ordering as well as the independent creation and revision of individual offers; the stored data archive is helpful for this.

The order management within the e-Shop module enables unrestricted access to all offers and orders from the past four years. This applies to all transactions – even those which were not made online. All documents for original parts, modifications or modernisations are available including the respective item details. This makes it even easier to design order procedures and optimise cost management.

Also integrated in the order management is the status information for the open offers and orders.

This guarantees complete transparency of the current procedures.

Changeover times can thus be precisely scheduled and the downtime of machines minimised.

That payment by credit card is possible on a state-of-the-art e-commerce system goes without saying.



## **Always informed**

myOerlikon users obtain everything they need to know for the optimal operation of their equipment.

Day and night, all over the world.

Under 'Media', the array of information for all the service features is available:

Brochures and data sheets for the service features as well as trainings and technical support.

In the 'Training' section, myOerlikon.com provides information for training offers that are specifically tailored to the product range and the individual machine portfolio.

The service platform provides basic technical assistance to registered users.

In particular, testing of known or new raw materials can be requested in the form of customer trials via myOerlikon.com. Professionals share their know-how in an ever-increasing knowledge database and thereby generate real added value for professional users. Users from myOerlikon.com have unrestricted access to it.

## **Interested?**

If you are interested in the possibilities of myOerlikon.com or would like an individual consultation, do not hesitate, contact the appropriate staff representative.

**[www.myoerlikon.com](http://www.myoerlikon.com)**

