

Media Release

Relaunch of the successful myOerlikon.com customer Website

The relaunched myOerlikon.com customer Website offers state-of-the-art online services for systems and machine customers by means of PC, tablet and smart device

Saving time using intelligent online shop

Remscheid, August 23, 2013 – Online services also enable considerably more efficient processes relating to maintenance, care, modernization and original parts procurement for machines within the textile industry. To this end, Oerlikon Manmade Fibers has now optimized its global myOerlikon.com Website for the products and services of its two Oerlikon Barmag and Oerlikon Neumag brands in a user-friendly manner. Customers can now access tailor-made services even more easily and comfortably – and all this in eleven different languages and around the clock.

Since today its live: the latest generation of myOerlikon.com. The updated customer Website reveals what users can expect just by looking at its new appearance. After logging in via a single sign-on procedure, the Windows 8 interface-style tiles permit fast access to all service modules no longer merely via a PC, but now also using a tablet or a smart device. All registered customers receive access to all information required for operating their product portfolios – precisely tailored to the machinery and the specific requirements of each and every customer.

The core of the Website is the machine dashboard, which provides an overview of the customer's own machines with all the relevant service data – including original parts catalog and operating instructions. The Media module supplies the user with the most up-to-date publications on the latest machine generations, comprehensive service offerings, training seminars along with technology support. The e-shop offers far, far more than merely 'shopping': users are able to not only place orders, access and view corresponding status information and view prices and stock online, they also have access to all their inquiries and transactions, including all the corresponding documentations such as packing lists, invoices and waybills, over the past four years.

"Even major B2C online shops frequently do not have a function of this kind. For this reason, we also offer our customers innovative, leading solutions in our service segment – and even greater transparency for increasing efficiency. Our Website is online worldwide and around the clock and simplifies accurate scheduling of retooling times, the minimization of downtimes as well as optimum cost management with state-of-the-art functions", explains Marcel Bornheim, Head of Customer Support.

This is not least down to the optimized database link. Customers can now link their own data – in Microsoft Excel format, for example – even more easily with the myOerlikon.com ordering function and hence considerably reduce the time and effort required for entering data on the Website compared to the previous version of the platform. Further innovations include the provision of information on special campaigns as well as the labeling of special products as hazardous goods. This will speed up any potential formalities when paying duties and importing goods. myOerlikon.com offers its services in eleven different languages. The system was developed over the previous months together with the new Saurer platform and is also available to Saurer customers.

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About Oerlikon

Oerlikon (SIX: OERL) is a leading high-tech industrial group specializing in machine and plant engineering. The Company is a provider of innovative industrial solutions and cutting-edge technologies for manmade fibers manufacturing, drive systems, vacuum, coating, and advanced nanotechnology. A Swiss company with a tradition going back over 100 years, Oerlikon is a global player with around 13 000 employees at around 160 locations in 34 countries and sales of CHF 2.9 billion in 2012. The Company invested in 2012 CHF 106 million in R&D, with over 1 000 specialists working on future products and services. In most areas, the operative businesses rank either first or second in their respective global markets.

For further information, please see: www.oerlikon.com

About Oerlikon Manmade Fibers

Segment Manmade Fibers with the product brands Oerlikon Barmag and Oerlikon Neumag is the world market leader for filament spinning systems used for manufacturing manmade fibers, texturing machines, BCF systems, staple fiber spinning systems and artificial turf systems and – as an engineering services provider – offers solutions along the entire textile value added chain.

As a future oriented company, the Oerlikon Group segment's research and development of Manmade Fibers is driven by energy-efficiency and sustainable technologies. With the expansion of the product range to include polycondensation systems and their key components, the company now caters to the entire process – from the monomer all the way through to the textured yarn.

The primary Oerlikon Barmag markets are in Asia, with Oerlikon Neumag's main markets in the US, Turkey and China. Correspondingly, the companies – with almost 2500 employees – have a worldwide presence in 120 countries as part of the Oerlikon Manmade Fibers network of production, sales and distribution and service organizations. At the R&D centers in Remscheid, Neumünster and Chemnitz, highly-qualified engineers and technicians develop innovative and technologically-leading products for tomorrow's world.