

Press Release

Innovative service portal and modern e-commerce platform in one

myOerlikon.com offers an intelligent all-round, care-free package

Remscheid/Neumünster, April 16, 2020 – within the context of a globally-networked textile industry, online services have become essential for considerably more efficient maintenance, modernization and original parts procurement processes for machines and systems. Here, the Oerlikon Manmade Fibers segment has this year once again optimized the myOerlikon.com service portal – which was established many years ago – for the products and services of its Oerlikon Barmag, Oerlikon Neumag and Oerlikon Nonwoven brands, making it even more user-friendly. It allows customers to now access tailored services with even greater ease and comfort – and all this in nine different languages and around the clock.

Just glancing at the new look of the upgraded service portal reveals what users can expect. The platform provides them with comprehensive digital access to all relevant information on their installed machine base by means of PC, tablet or smart device. Each and every machine park usually has numerous associated documents, ranging from manuals, circuit diagrams and 3D drawing-supported original parts catalogs, all the way through to operating instructions and final documents. myOerlikon.com continually bundles and updates this information, while also providing users with additional communications on potential machine modernizations and upgrades and on special offers tailored to the respective production system.

Real security during virtual shopping

At the same time, users can access the myOerlikon.com e-commerce platform, which operates in parallel. Far from being merely a shopping platform, customers can not only place orders comfortably here, they can also send online inquiries to Oerlikon, view prices and warehouse stocks and track inquiries, quotations and orders already made or placed, among many other things. As a result of online access to original parts catalogs for the respective customer machines and systems, erroneous orders are a thing of the past. Log-in is secure for users, as are all transactions carried out using the platform. With this, Oerlikon is implementing real security for all virtual purchases. All data exchanged is fundamentally encrypted and hence protected against unauthorized access.

“With myOerlikon.com, we are supplying customers with a tool with which they can plan and steer all processes relating to maintenance, operation and spare parts provision for their machine parks – constantly updated, customized and available around the clock,” explains Ingo Scholz, Project Manager for myOerlikon & e-commerce at Oerlikon. “Here, users benefit from stable production performance, a high degree of operating reliability and optimized product quality,” explains, before adding “because high-quality end products and efficient production are dependent on the optimum condition of the system.”

2,914 characters including spaces



Caption: Efficient, secure and transparent – myOerlikon.com offers tailored online services.

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About Oerlikon

Oerlikon (SIX: OERL) develops modern materials, systems and surface technologies and provides specialized services aimed at securing high-performance products and systems with long lifespans for customers. Supported by its technological core competencies and its strong financial footing, the corporation continues its medium-term growth plan by implementing three strategic factors: focusing on attractive growth markets, ensuring structural growth and expanding through targeted M&A activities. Oerlikon is a globally-leading technology and engineering corporation, operating its business in two segments (Surface Solutions and Manmade Fibers) and employing around 11,100 members of staff at 182 sites in 37 countries worldwide. In 2019, Oerlikon generated sales of CHF 2.6 billion and invested more than CHF 120 million in research & development.

For further information: www.oerlikon.com



About the Oerlikon Manmade Fibers segment

With its Oerlikon Barmag, Oerlikon Neumag and Oerlikon Nonwoven brands, the Oerlikon Manmade Fibers segment is the world market leader for manmade fiber filament spinning systems, texturing machines, BCF systems, staple fiber systems and solutions for the production of nonwovens and – as a service provider – offers engineering solutions for the entire textile value added chain.

As a future oriented company, the research and development at this division of the Oerlikon Group is driven by energy-efficiency and sustainable technologies (e-save). With its range of polycondensation and extrusion systems and their key components, the company caters to the entire manufacturing process – from the monomer all the way through to the textured yarn. The product portfolio is rounded off with automation and Industrie 4.0 solutions.

The primary markets for the product portfolio of Oerlikon Barmag are in Asia, especially in China, India and Turkey, and – for those of Oerlikon Neumag and Oerlikon Nonwoven – in the USA, Asia, Turkey and Europe. Worldwide, the segment – with just under 3,000 employees – has a presence in 120 countries with production, sales and distribution and service organizations. At the R&D centers in Remscheid, Neumünster (Germany) and Suzhou (China), highly-qualified engineers, technologists and technicians develop innovative and technologically-leading products for tomorrow's world.

For further information: www.oerlikon.com/manmade-fibers