

# DMG MORI

MORE SERVICE, MORE KNOWLEDGE, MORE AVAILABILITY

## *my* DMG MORI

The new customer portal – your online manager





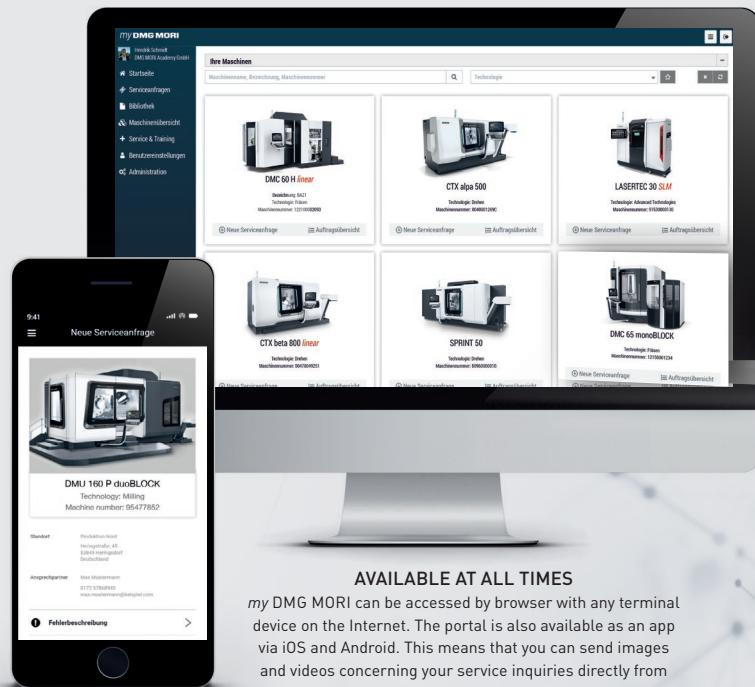
## INTEGRATED IN CELOS

With CELOS controllers, you can use *my DMG MORI* directly on the shop floor to do the following, for example:

- send service inquiries directly to DMG MORI customer service
- inquire about the current status of your service inquiry
- view all technical documentation in the Download Center

*my DMG MORI*

# Every customer benefits!



## AVAILABLE AT ALL TIMES

*my DMG MORI* can be accessed by browser with any terminal device on the Internet. The portal is also available as an app via iOS and Android. This means that you can send images and videos concerning your service inquiries directly from your Smartphone, for example.

## SAVE TIME BY USING A PRE-FILLED SERVICE INQUIRY

The master data of the machine is transferred directly to the service inquiry.

## NO QUERIES THANKS TO LIVE STATUS

The processing status of service inquiries is accessible at all times.

## DOCUMENTS ARE AVAILABLE AT ALL TIMES

All technical and commercial documents are retrievable in a structured format.

The screenshot displays the 'myDMG MORI' web portal interface. The left sidebar contains navigation links: Home, Service requests, Library, Machine overview, Service & training, User settings, and Administration. The main content area is titled 'Detail view' for 'DMC 65 monoBLOCK'. It includes a 'Machine data' section with fields for Designation (Berta 3), Maschinentyp (DMC 65 monoBLOCK), Machine number (12150001234), Technology (Mill), Control type (HEIDENHAIN TNC 640), NETService-Type (V4 connected with ioConnector), Commissioning date (06.03.2018), Warranty end (05.09.2019), Maintenance contract (Full Service), and Location (Bielefeld). An 'Image' section shows a photo of the machine. Below this is an 'Assignments' table with columns for Order number, Status, Machine number, Order type, Billing, Machine type, Title, Creator, and Reporting date. Two entries are shown: one for order 38919 (Status: In progress) and one for order 35708 (Status: Completed). At the bottom is a 'Documents' section with a table listing files like 'Offer\_35708.pdf' and 'circuit-diagram-DMC65.de.pdf' with their respective categories and dates.

Clear  
menu structure and  
self-explanatory  
functions

## MORE SERVICE

- + **No queue:** Simple online problem description
- + **Pre-filled service inquiries:** Send machine details, photos or videos
- + **Immediate processing:** The "right" service expert will process the inquiry with priority

## MORE KNOWLEDGE

- + **Full machine history:** All machine events are retrievable in a structured format
- + **All documents digital:** Library for technical and commercial documents available
- + **Real-time access to processing status:** More transparency for service and spare part inquiries

## MORE AVAILABILITY

- + **Free access, 24/7:** From anywhere, at any time
- + **On any device:** Computer, Smartphone or via CELOS
- + **Your portal, your rules:** The customer controls who sees what

my DMG MORI

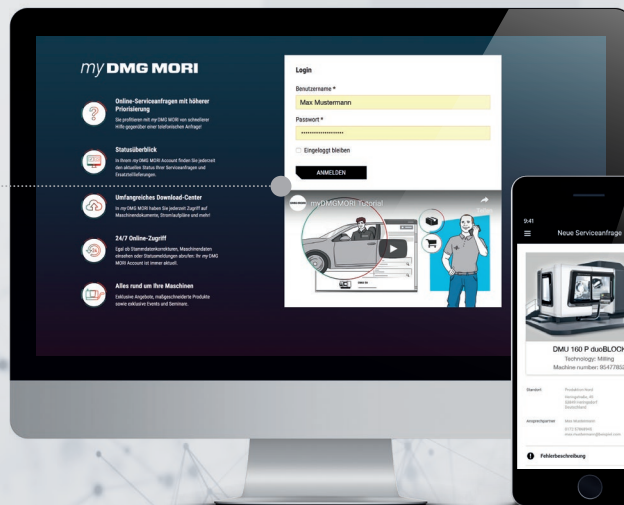
# DMG MORI

## Available any time, anywhere! The new DMG MORI customer portal.

### Registration

Every DMG MORI customer can now register free of charge at [mydmgmori.com](http://mydmgmori.com). You can then control your user account individually in accordance with your requirements.

FREE  
FOR ALL  
DMG MORI  
CUSTOMERS



### my DMG MORI APP

Your mobile access to the customer portal - via iOS and Android App.

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Register in just a few steps:  
[myDMGMORI.COM](http://myDMGMORI.COM)