

MORE SERVICE, MORE KNOWLEDGE, MORE AVAILABILITY

my DMG MORI

The new customer portal – your online manager





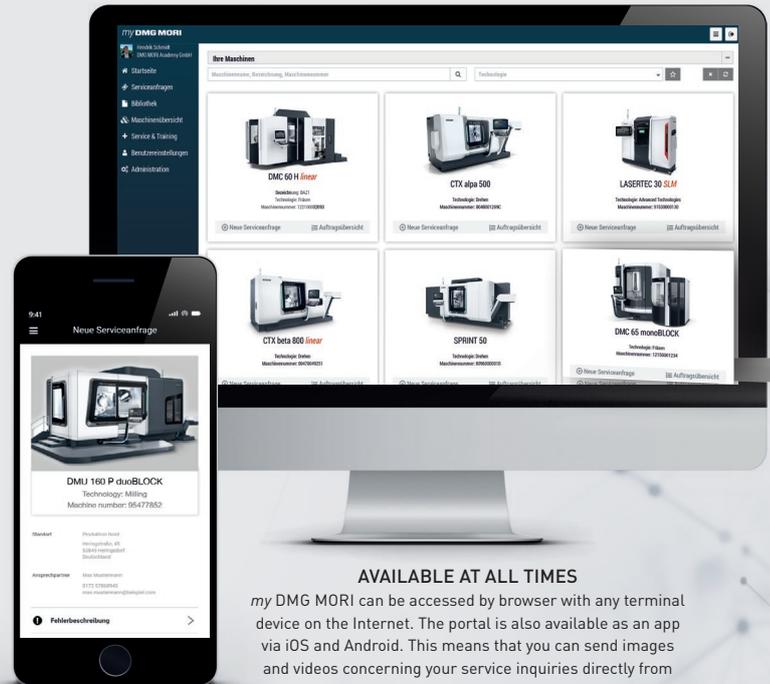
INTEGRATED IN CELOS

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 interface. The top navigation bar includes '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 features 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 IoTconnector), Commissioning date (06.03.2018), Warranty end (05.09.2019), Maintenance contract (Full Service), and Location (Bielefeld). An 'Image' section shows a photograph of the machine. Below this is an 'Assignments' table with columns for Order number, Title, Machine number, Order type, Billing, Machine type, Title, Creator, and Reporting date. Two entries are visible: one for order 38919 (Phone Support) and one for order 35708 (Service call). A 'Documents' section at the bottom lists files such as 'Offer_35708.pdf' and 'circuit-diagram-DMC65.de.pdf'. A 'NEW SERVICE REQUEST' button is also present.

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

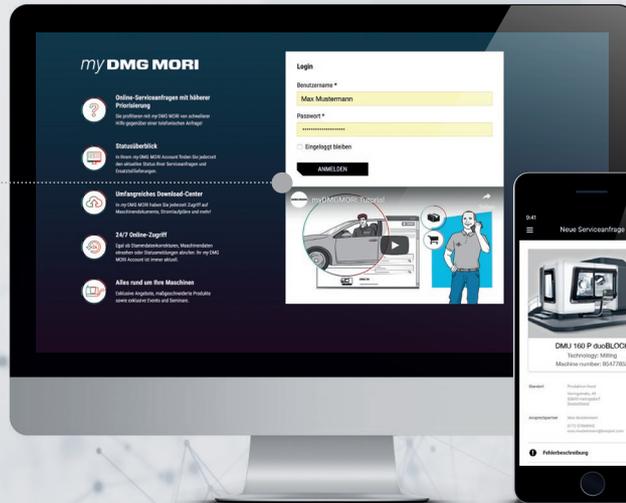
my DMG MORI

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

Registration

Every DMG MORI customer can now register free of charge at 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