

## Press Release

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# New AI-enabled System for Quick Search of Past Order & Machine Recovery Records

DMG MORI CO., LTD. (hereinafter called DMG MORI) has developed the internal system for quick search of the past customized specifications and machine repair & recovery records accumulated from customers in the world, using AI. The AI-enabled system simplifies searching procedures for the engineers to quickly refer to the past records and examples, which reduces their time to design machines, make quotations, and repair and recover machines. This will enable us to provide solutions and services that satisfy customers in a more speedy manner.

Although the conventional system had the searching function, quick search of necessary information was not easy because of its limited searching range. In searching a certain record, different keywords needed to be entered to get the right information, which was time consuming task requiring a certain searching know-how. When engineers failed to search a record they wanted, they needed to create a drawing from scratch, or it sometimes took them long hours to identify a cause of machine failure.

The new system associates a search keyword with the related terms by machine learning algorithms, using the in-house manufactured AI. This way, the right information including similar case examples can be retrieved from the data accumulated in the past 10 years in one minute in the shortest, when engineers enter names of customized specifications or machine failure reports they need to refer to. It is also possible to retrieve, for example, 10 similar case examples at a time. With the new system, we will be able to promptly provide high-quality services for customers, such as submission of quotations and identification of a cause of machine failure, regardless of the engineers' searching skills.

The system was developed in January 2017 by the DMG MORI's Emerging Technologies Laboratory, which is led by Katsumori Matsushima, professor emeritus at the University of Tokyo, as director. The laboratory works on cutting-edge research to respond to digital revolution including IoT, and serves as the core source of our technical and competitive advantages.

DMG MORI strives to enhance customer value and social value of the company as a leading player of the machine tool industry that facilitates shop automation and digitization