

Press Release

May 21, 2020

Members-only Online Service “my DMG MORI” Providing Useful Information after Machine Delivery

DMG MORI CO., LTD. (hereinafter called DMG MORI) has launched “my DMG MORI,” a members-only online service that provides customers with useful information after machine delivery.

Machine tools are products that continue to serve customers for long years, generally for 10 to 20 years. So, DMG MORI places importance on building a strong, long-term partnership with customers and offers reliable support so that their machine tools can maintain the best performance until the end of their useful life.

Our new online service my DMG MORI is designed to contribute to customers' greater productivity and profitability through a network. With my DMG MORI, customers can view their machine information whenever necessary and receive quick support and services for early recovery when their machines are in trouble. It also enables integrated management of a variety of machine information, which is especially helpful for those who own multiple machine tools.

For more information about my DMG MORI, please visit our website at: <https://www.technium.net/service/>.

■ Major functions

(1) Customers can view following information online:

- Individual machine information (e.g. serial number, delivery date, warranty period), which facilitates remote communication with DMG MORI Service Center
- Manuals and catalogs (quick search for necessary information possible)
- Repair/recovery history for checking the cause, countermeasure and replacement parts of a past problem

(2) At the time of machine trouble, customers can do following:

- Contact DMG MORI Service Center online (scheduled to be released in June 2020)
- Send images of the problem to the service center for quick remote diagnosis and early recovery
- Check parts purchase history (scheduled to be released in June 2020)

(3) Accessible to CELOS Club contents from my DMG MORI (for CELOS Club members only)

<Examples of CELOS Club contents>

- Videos on how to use CELOS, and software upgrade to the latest version
- MESSENGER report for checking current operating rates & past operating records
- Remote support from DMG MORI Service Center: online diagnosis based on images sent by users to identify the cause of machine stop.

(4) Education service

- Possible to check schedule & availability of machine operation training courses (NC School). Booking also possible via my DMG MORI.
- E-learning of NC School courses (scheduled to be released in June 2020)



Screen image of my DMG MORI