

DMG MORI SERVICE

## Smart Service Solutions

Reliable, transparent, fast



SERVICE EXCELLENCE

DIGITAL  
MANUFACTURING  
PACKAGE

DMG MORI SERVICE

# Smart service that connects

We have expanded our service capacities for you and have recruited additional service staff. But that is not all.

The maximum optimization potential in the case of service can only be achieved through the digital networking of man and machine.

my **DMG MORI**  
DMG MORI MACHINES

WERKBLiQ  
3<sup>rd</sup> PARTY MACHINES



## DIGITAL SERVICE

### ① CUSTOMER PORTAL & SERVICE PLATFORM

- + Free access to faster processes and more transparency
- + No waiting loop or call reception – **direct contact to the DMG MORI service experts**
- + **Also for third party machines** via smart Upgrade to WERKBLiQ  
[myDMGMORI.COM/register](http://myDMGMORI.COM/register)



## DIGITAL SERVICE

### ② DIGITAL MANUFACTURING PACKAGE

- + **Benefits from 4 Top Digitization Products** combined in one package
- + **Retrofit your existing machine up to digitization**
- + **Easy and secure connectivity** to use digital IoT services and products
- + **Enjoy benefits of remote service** and **messenger** options

[d-m-p.dmgmori.com](http://d-m-p.dmgmori.com)

## SERVICE EXCELLENCE

### ③ SPINDLE SERVICE

- + More than **6,000 spindles worldwide**, available immediately
- + Test us: **Best spindle for the best price with the fastest service options**
- + **>98 % next day availability**

## SERVICE EXCELLENCE

### ④ PREVENTIVE SERVICE

- + The maintenance agreement to increase **your productivity**
- + Enables **quick service** in case of a malfunction
- + **10 % special discount** off services and spare parts found necessary during maintenance

myDMG MORI – YOUR BASIC TOOL

# The access to faster service with *myDMG MORI*

Discover how easy it is to benefit from digital service solutions and connected machines and to become faster across all service processes.

- 1 Availability 24/7
- 2 Faster support
- 3 Maximum transparency

## WERKBLiQ Upgrade

- 4 Flexible – integrate your entire production, including **third-party products**

25,000  
CUSTOMERS  
WITH MORE THAN  
125,000  
MACHINES

  
YOUR HISTORY

  
YOUR MACHINES

*myDMG MORI*  
CUSTOMER PORTAL

  
YOUR DOCUMENTS

  
YOUR SERVICE REQUESTS



# WERKBLiQ Upgrade

INTEGRATED SOLUTION  
FOR THE DIGITAL SHOP FLOOR



DMG MORI MACHINES



**MANAGE**  
documents centrally



**CONTROL**  
service precisely



**IMPLEMENT**  
maintenance sustainability



**LEARN**  
continuously with analyses

THIRD-PARTY MACHINES

myDMG MORI

# Your Online Service Manager

The customer portal *myDMG MORI* provides fast, direct contact, to the DMG MORI service experts, including a status overview of ongoing activities and access to all documents.

## NEW IN 2021

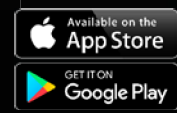
- 1 **Track your Order** – Follow live the manufacturing steps of your new machine
- 2 **Connectivity Management** – updates and status always in view
- 3 **End- to-End Communication** direct with your service expert from request to solution
- 4 **Accept offers** direct in *myDMG MORI*

FREE  
OF CHARGE

ALREADY  
AVAILABLE



YOUR HISTORY  
YOUR MACHINES  
**myDMG MORI**  
CUSTOMER PORTAL  
YOUR DOCUMENTS  
YOUR SERVICE REQUESTS



**myDMG MORI APP**  
Your access to the customer portal in your pocket – with iOS and Android app.

SAVE TIME,  
ELIMINATE ERRORS  
WITH PRE-COMPLETED  
SERVICE ENQUIRY

NO FOLLOW-UP CALLS  
THANKS TO LIVE STATUS

DOCUMENTS  
ALWAYS AVAILABLE

**REGISTER NOW:**  
[myDMGMORI.COM](http://myDMGMORI.COM)

**my DMGMORI**  
Hendrik Schmidt  
DMG MORI Academy GmbH

### Detail view

DMC 65 monoBLOCK

**Machine data**

Designation: Beta 3  
Machinertyp: 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  
Location: Bielefeld

**Assignments**

Order number	Status	Machine number	Order type	Billing	Machine type	Title	Creator	Reporting date
38919	Open	12150001234	Phone Support	Free	DMC 65 monoBLOCK	Required maintenance kit	Hendrik Schmidt	02.04.2019, 18:10
35708	Completed	12150001234	Service call	Invoice	DMC 65 monoBLOCK	Change the sight glass	Karl Heinz	01.04.2019, 14:48

**Documents**

Filename	Type	Order number	Date	Language	File size
Diagram		35708	02.04.2019	German	0,3 MB
			06.03.2018	German	2,3 MB

**New machine**

- DMC 65 monoBLOCK
- CTM Alpha 100
- LOGIC 30 D-F
- CTM Beta 100
- SPIN 10
- DMC CE monoBLOCK
- CTM Beta 100
- CTM Alpha 100
- CTM Alpha 100

# „Must have“ for your digital future

Our Digital Manufacturing Package **updates your existing machine** up to the latest standard where digitization is concerned – and it does so **at an unbeatable price**. Seize the opportunity and set off on a journey through time into the digital future with all CELOS machines built from 2013.

*This package makes you  
and your machine ready for  
all the current and future  
advantages of digitization!*

3 CELOS V6 UPDATE

2 MESSENGER



4 NETservice + myDMG MORI



1 SECURE CONNECTIVITY



BEST OF INDUSTRY  
AWARD 2020 –  
Industry 4.0 category

1





DIGITAL MANUFACTURING PACKAGE

# 4 Products – One Package – Top Price

Package offer  
only **€ 799,-**

## ① SECURE CONNECTIVITY

- + **Easy digitisation** of your existing machines
- + **Highest safety standards** for your existing machines through modern security architecture and regular safety updates
- + **Secure, standardised machine data interfaces** (OPC UA, MTConnect, MQTT, UMATI)

## ② MESSENGER

- + **Current status** of your machines always in view
- + **Constant machine monitoring** with status display, status history and machine logbook
- + Detailed **evaluations** of your machine utilisation
- + **Reduction** of downtime through automatic notification of unplanned stoppages

## ③ CELOS V6 UPDATE

- + **Latest CELOS version V6** for your existing machine
- + **Added value** through openness
- + **New APPs** such as APPLICATION CONNECTOR, TULIP Player or the JOB MANAGER
- + **myDMG MORI** directly on your machine

## ④ NETservice + myDMG MORI

- + **REMOTE-Service and Multi-User-Sessions for faster problem solving** with the NETservice
- + We already solve **over 60%** of all problems remotely today
- + **Fast digital service**, in a class of its own
- + **myDMG MORI** on the PC, the smartphone and on the shop floor
- + **Over 25.000 customers** already benefit from maximum process efficiency & transparency in myDMG MORI

## SPINDLE SERVICE

# Fair prices and immediate support

With longevity, torque and performance, the MASTER spindles manufactured and developed by DMG MORI are an elementary constituent – the heart of the DMG MORI machine tools.

In order to ensure maximum spindle availability, DMG MORI offers a unique spindle service.



*Challenge us to get the best price for your new spindle!*

*Simply send an email to [parts.uk@dmgmori.com](mailto:parts.uk@dmgmori.com)*



## HIGHLIGHTS

- + **Fair price guarantee** for spindle service
- + **More than 6,000 spindles worldwide, available immediately** – more than 96% availability from stock!
- + **New and replacement spindle service within 24 hours.** Alternatively: Cost-effective spindle repair by DMG MORI within a few working days
- + **Our spindle experts replace and repair your spindles** with a manufacturer's expertise and only ever use original spare parts
- + **DMG MORI will solve your spindle problem quickly and transparently:** Repairs by third-parties often lead to remedial work!

## PREVENTIVE SERVICE

# Our protective shield for your productivity

## HIGHLIGHTS

- + **Annual maintenance** at a favourable price
- + **Control of the machine geometry**
- + **Enables quick service** in case of a malfunction of your machine. We guarantee service within 48 hours for all your new machines. For older machine models, the deadline is 72 hours.

The maintenance agreement for increasing your productivity.

With the help of our maintenance checklist, our experts complete a thorough maintenance customized on your machine's specific needs.



\*10% special discount off services and spare parts found necessary during maintenance

myDMG MORI

## You see what we see!

Direct communication on a single platform

After more than 25,000 customers have registered in *myDMG MORI*, we have decided to integrate our entire service management with all our processes into the *myDMG MORI* Platform –

**Our Target: Direct and transparent communication on one platform.**



FREE  
OF CHARGE

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Register in just a few steps:  
**myDMGMORI.COM**