

Media Release

Voith GmbH & Co. KGaA
Center of Competence Corporate and
Market Communication EMEA
St. Poeltener Strasse 43
89522 Heidenheim, Germany
Tel.: +49 7321 37-9517
www.voith.com

Page 1 of 3

Voith releases webshop solution for the turbomachinery industry

2018-06-20

- **Intuitive product finder and immediate feedback on prices and delivery times**
- **Easy accessible information about orders and quotes**
- **Fast and simple implementation of the Voith webshop solution**
- **ML Powertech among the first satisfied customers**

Heidenheim, Germany. From now on customers from the turbomachinery industry are able to purchase products and request services quickly and easily in the new Voith webshop around the clock. Customers benefit considerably from a simplified order process with regards to time savings and usability.

The new online platform offers more than just an easy way to purchase products and parts. The Voith webshop is available 24/7 so that customers have access to this platform any time. Furthermore it shows all information on a clear and structured dashboard. During the development of the webshop Voith focused on a close collaboration with customers and a tailored implementation according to user experience principles.

Intuitive product finder as well as immediate feedback on prices and delivery times

It takes only a few clicks to access prices, delivery times and availability of products or services. For example, customers can opt to search for the products like actuators or controllers using a clearly arranged product finder. The easy to use dashboard enables checking out order and quote history as well as getting prices and delivery times immediately. This simplifies ordering of products and provides comprehensive information about the order and quote history. Initial customers, such as ML Powertech, were the first to gather experience with the platform during the pilot phase. "We are pleased to be among the first users of the new webshop solution. This new Voith online platform offers us on the one

hand the possibility to get information easily and quickly; on the other hand we benefit from timesaving thanks to an optimized process to place orders directly via the webshop", notes Michael Van de Linde, CEO of ML Powertech.

Voith GmbH & Co. KGaA
Center of Competence Corporate and
Market Communication EMEA
St. Poeltener Strasse 43
89522 Heidenheim, Germany
Tel.: +49 7321 37-9517
www.voith.com

Fast and simple implementation of the Voith webshop solution

Customers are able to register themselves via a registration form with only a few clicks. Alternatively, they also have the possibility to get in direct contact with their known Voith sales or service person. After the initial request customers get an email and set their personal password. Regarding service availability Voith's digital experts provide fast feedback on requests. Therefore customers just have to write a short email followed by a call appointment to get support on questions or inquiries.

Page 2 of 3

To refine the online platform Voith continues to focus on including relevant features according to customer needs. "We are taking special care to enhance and continuously improve the Voith webshop based on customer feedback. Together with our customers we have already defined concrete requirements for further important features like order tracking, customer material number integration or punch-out integrations which we are developing at the moment. Consequently, we pay special attention to and rely on the comments and ideas from our customers and partners", explains Patrick Lis, Manager eBusiness Solutions and eSales at Voith Digital Solutions. In a live demonstration customers can experience how new developed features facilitate the usage of the webshop solution on an individual basis.

More Information about the new Voith webshop:

<http://www.voith.com/aqt/webshop>



The Voith webshop is available for multiple devices and all common browsers

About the company

Voith Turbo, a Group Division of Voith, is a specialist for intelligent drive solutions, systems and comprehensive services. Customers from highly diverse industries such as oil and gas, energy, rail and commercial vehicles, ship technology, mining and mechanical engineering rely on the advanced technologies and solutions-driven expertise of Voith Turbo.

Voith Digital Solutions bundles Voith's long-standing automation and IT expertise with its know-how in the fields of water power, machines and drive engineering. This new Group Division works with new and existing customers to develop innovative products and services by driving IIoT innovations and decisively shaping the digitalization process in the field of machine and plant engineering.

Voith is a global technology group. With its wide range of systems, products, services and digital applications, Voith sets standards in the markets for energy, oil & gas, paper, raw materials and transport & automotive. Founded in 1867, Voith today has more than 19,000 employees and earns 4.2 billion euros in sales. It has locations in over 60 countries and is one of the largest family-owned companies in Europe.

Contact:

Philip Bäuerle

Junior Manager Product & Corporate Communication EMEA

Phone +49 7321 37-9517

Philip.Baeuerle@voith.com

Voith GmbH & Co. KGaA
Center of Competence Corporate and
Market Communication EMEA
St. Poeltener Strasse 43
89522 Heidenheim, Germany
Tel.: +49 7321 37-9517
www.voith.com

Page 3 of 3

Twitter

<https://twitter.com/voithgroup>
https://twitter.com/voith_hydro
https://twitter.com/voith_paper
https://twitter.com/voith_turbo
https://twitter.com/Voith_DS
https://twitter.com/Voith_Career

Instagram

<https://www.instagram.com/voithgroup/>

LinkedIn

<https://www.linkedin.com/company/voithgroup>
<https://www.linkedin.com/company/voith-hydro>
<https://www.linkedin.com/company/voith-turbo>
<https://www.linkedin.com/company/voith-paper>
<https://www.linkedin.com/company/voith-digital-solutions>
<https://www.linkedin.com/company/voith-robotics/>

Facebook

<https://www.facebook.com/VoithGlobal/>

YouTube

<https://www.youtube.com/user/VoithTurboOfficial>
<https://www.youtube.com/user/VoithPaperEN>
https://www.youtube.com/c/Voith_Hydro