

Media Release

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The Voith Paper Webshop simplifies ordering of spare parts and provides comprehensive documentation options

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2017-07-19

- **Readily accessible, clearly structured machine information**
- **Order tracking and integration into customer ERP system simplifies planning and implementation**
- **Perlen Papier and Papierfabrik Palm among the first satisfied customers**

Heidenheim: Since January, papermakers around the globe have been able to purchase Voith products and services quickly and easily around the clock in the Voith Paper Webshop. But the new online platform offers more than just an easy way to purchase replacement parts. It also enables all information about a machine, from the original delivery to the order history and operating instructions, to be viewed at a glance.

Ordering matching replacement or wear parts for paper machines that have tens of thousands of technical components can often be very time-consuming and is therefore a significant cost factor. Even if the machine documentation has been scrupulously kept, the ordering process often has to be preceded by extensive research with the manufacturer. It is estimated that searching for the required components can take up to 30 percent of the time needed to prepare for maintenance work.

Initial customers, such as Perlen Papier and Papierfabrik Palm, were the first to gather experience with the platform during a test phase. On the basis of their experience Voith continued to refine the platform, focusing on making it more user-friendly.

For example, customers can opt to search for the spare parts they need using a clearly arranged tree structure or the order number, which may also be a customer-defined internal part number. "A search based on our own part numbers makes the order process much simpler and helps us to avoid ordering the wrong parts," says Christian Stocker, Team Leader



Technical Purchasing at Perlen Papier. In the meantime, the Swiss paper manufacturer is ordering around 90 percent of its replacement parts from the Voith Paper Webshop.

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A few clicks are all it takes to access prices, delivery times and availability. For Michelle White, Senior Purchaser for the UK at Papierfabrik Palm, the Voith Paper Webshop has meanwhile become one of the most important platforms used by the company: "The Webshop shows me all information on component specifications and sizes – and also, exactly where the part is located in the machine." She believes that the benefits of the Voith Paper Webshop are much greater than those of other online shops she is familiar with.

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"Thanks to order tracking the person placing the order can see exactly when a part arrives at the plant, allowing for highly accurate scheduling of maintenance works. Being able to see the current availability of parts also allows paper manufacturers to maintain a leaner spare parts inventory," explains Michael Thoma, Director Global E-Business Solutions Voith Paper.

A seamless integration of the Webshop into the customer's ERP (Enterprise Resource Planning) system allows ordering and order processing to be realized effectively without system interruptions. As a result, ordering history and tracking are rendered transparent for both parties, the ordering process is easier to plan and is much simplified for all participants.

Voith Paper is a Group Division of Voith and the leading partner and pioneer in the paper industry. Through constant innovations, Voith Paper is optimizing the paper manufacturing process, focusing on developing resource-conserving products to reduce the use of energy, water and fibers. Furthermore, Voith Paper offers a broad service portfolio for all sections of the paper manufacturing process.

For 150 years, Voith technologies have been inspiring its customers, business partners and employees all over the world. Founded in 1867, Voith today has around 19,000 employees and earns 4.3 billion euros in sales. It has locations in more than 60 countries and is one of the largest family-owned companies in Europe. As a technology leader, Voith sets standards in the energy, oil & gas, paper, raw materials and transport & automotive markets.





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Fewer incorrect orders and faster processing thanks to Voith Paper Webshop: Alain Gafner, Maintenance Manager at Perlen Papier AG (middle), and Christian Stocker, Team Leader Technical Purchasing at Perlen Papier AG (right) talk about more efficient ordering processes with Michael Thoma, Director Global E-Business Solutions Voith Paper (left).

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