



Welcome to your digital customer experience.

myBühler Product Presentation

Innovations for a **better world.**



# Agenda

- 1 [Introduction](#)
- 2 [Partnership with customers](#)
- 3 [Feature overview](#)
- 4 [Our Vision](#)
- 5 [In your landscape](#)
- 6 [Additional info](#)



## Introduction

Innovations for a better world.



# Welcome to your digital customer experience.

## myBühler

presents an overview of your Bühler equipment, including documents such as user manuals and spare catalogs. This makes it easy to find the parts you are looking for.

In addition, your purchasing process is streamlined thanks to direct access to price and material information and the possibility of directly creating quotations and orders.



# myBühler – digital pioneer since 2015.



## 120+ countries worldwide

myBühler is available in 120+ countries worldwide and in all Bühler businesses. Certain restrictions may apply for some countries or for business areas in certain countries.



## Detailed information

Our target is to provide detailed information for all your Bühler equipment. This is a journey and today we are not yet able to provide 100% of this data – but we are improving constantly!



## 6000 customers online

Starting with 4 customers in 2015, continue with 4000 in 2018, up to 6000 in 2020.



## No costs

myBühler is available for free for all our customers using Bühler equipment.



## 8 languages

We support 8 languages (Chinese, English, French, German, Italian, Japanese, Portuguese, Spanish). Machine documentation is available in many more languages.



## Key fact

The myBühler customer portal is your personalized online access to your digital plant and your Bühler world.

# Your benefits.

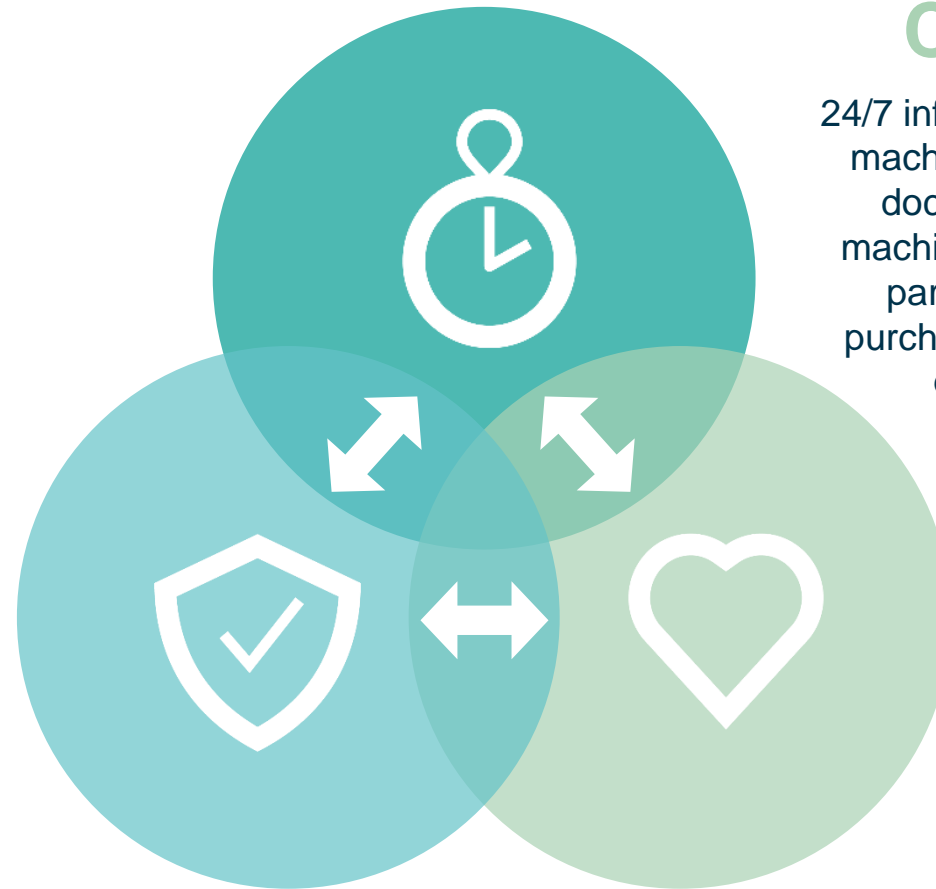
## Easy to do business with Bühler!

### QUICK

Ordering and requesting quotations just became **faster**. It is **time saving** with possibility to get your quotation right away. Just choose part online, click, and your quotation is on its way. With quick and **reliable customer portal** your ordering process got digitalized and renewed.

### RELIABLE

Connect your purchasing system to myBühler with our integration possibilities. No matter which purchasing system you run, we can **integrate** it in myBühler and speed up your purchasing process. In order to have **safe and trusted** experience, the design, development and operations of myBühler is certified according ISO/IEC 27001:2013.



### CONVENIENT

24/7 information **availability** about your machines, parts, quotes, orders and documents. With list of parts per machine, 360° parts pictures, find my part service and as well as your purchase history, ordering process is **efficient and interactive**.



## Partnership with customers

Innovations for a better world.





**Chocolat Frey AG**  
Switzerland



# Chocolat Frey.

## Customer Feedback.



### Continuous progress

“We used myBühler right from the beginning and it improved a lot over the time.”



### Availability


“We have all the machines available in myBühler. It is very simple to use and to identify parts.”



### Efficiency

“The phone is 90% gone because of the use of myBühler. It saves me a lot of time.”



A photograph of two men in a factory setting. The man on the left is wearing a white protective suit and a hairnet, looking towards the man on the right. The man on the right is wearing a blue t-shirt, glasses, and a hairnet, giving a thumbs up. In the background, there is a blue machine with the text 'BUHLER Rigi 1800' on it. An orange circular graphic is overlaid on the left side of the image, containing text.

**THUMBS UP**  
for myBühler

“Good & easy to use.  
You reach your goal very  
quickly, especially the  
identification of spare parts.  
Everything fits for me.”

**ROLF SCHAFFNER**  
Head of Maintenance  
Basic Manufacturing



**Amrein  
Futtermühle AG  
Switzerland**

# Amrein Futtermühle AG

## Customer Feedback.



### Customization

“Since I have started to work with shopping templates, it takes me less time to order. Moreover it is customized for us and our machines.”



### Digitalization

“It is a huge relief that we don’t use printed manuals anymore. Everything is stored electronically and I can find it 24/7 online in myBühler.”



### Speed

“Nowadays work is increasing and is competitive. I am very happy to complete orders via myBühler much faster.”



“Great product that is geared towards speed and made my job so much easier and faster.”

**ANDI ESTERMANN**  
Head of Maintenance



## Feature Overview

Innovations for a better world.



# myBühler core modules.

## Overview



Welcome Page



# myBühler welcome page.

Your first step into the digital myBühler world.



**Teasers**  
with updated news

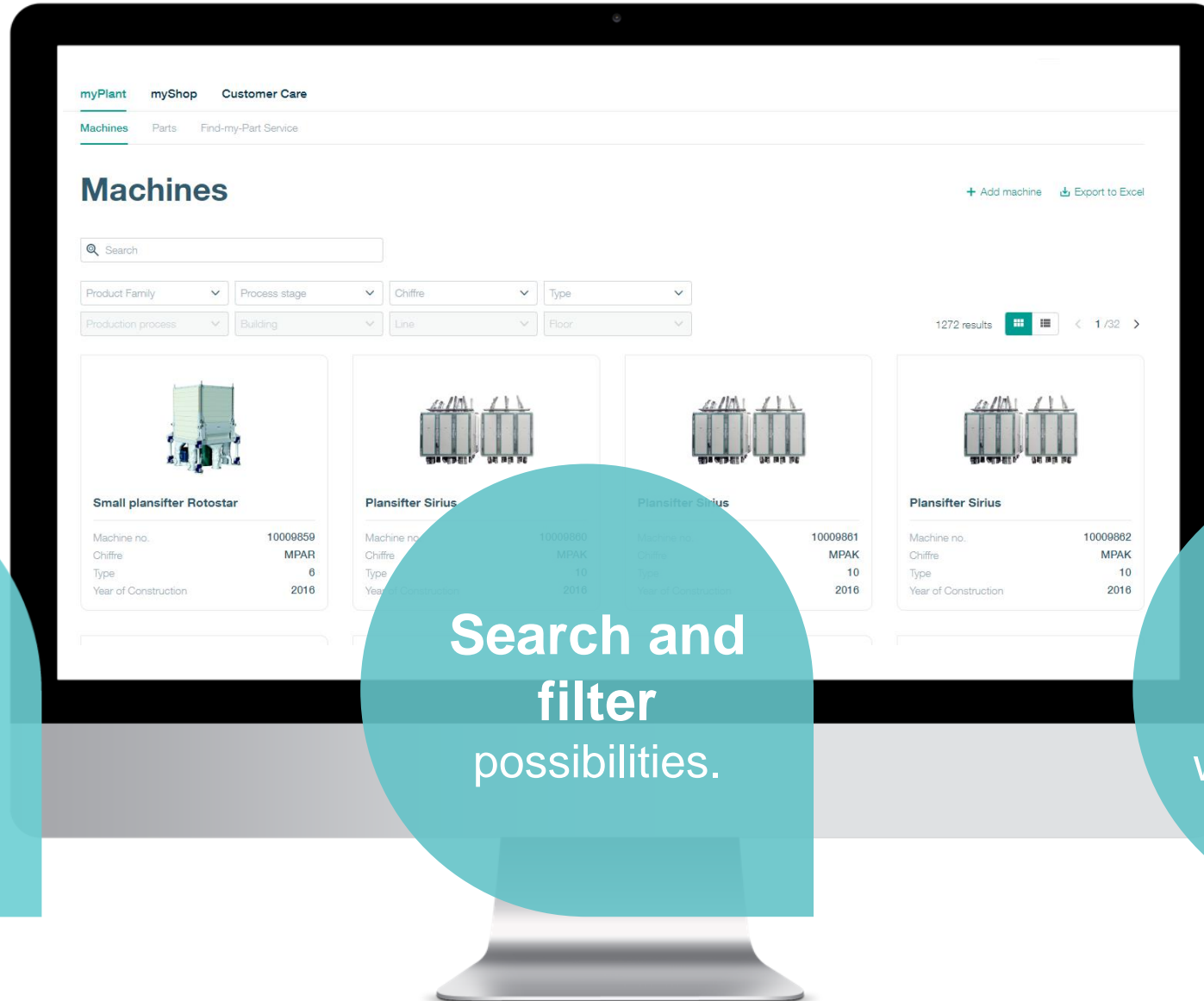
**Latest**  
quotations and orders

**Your**  
calendar

myPlant

# myPlant – Machines

Overview about your installed machines.



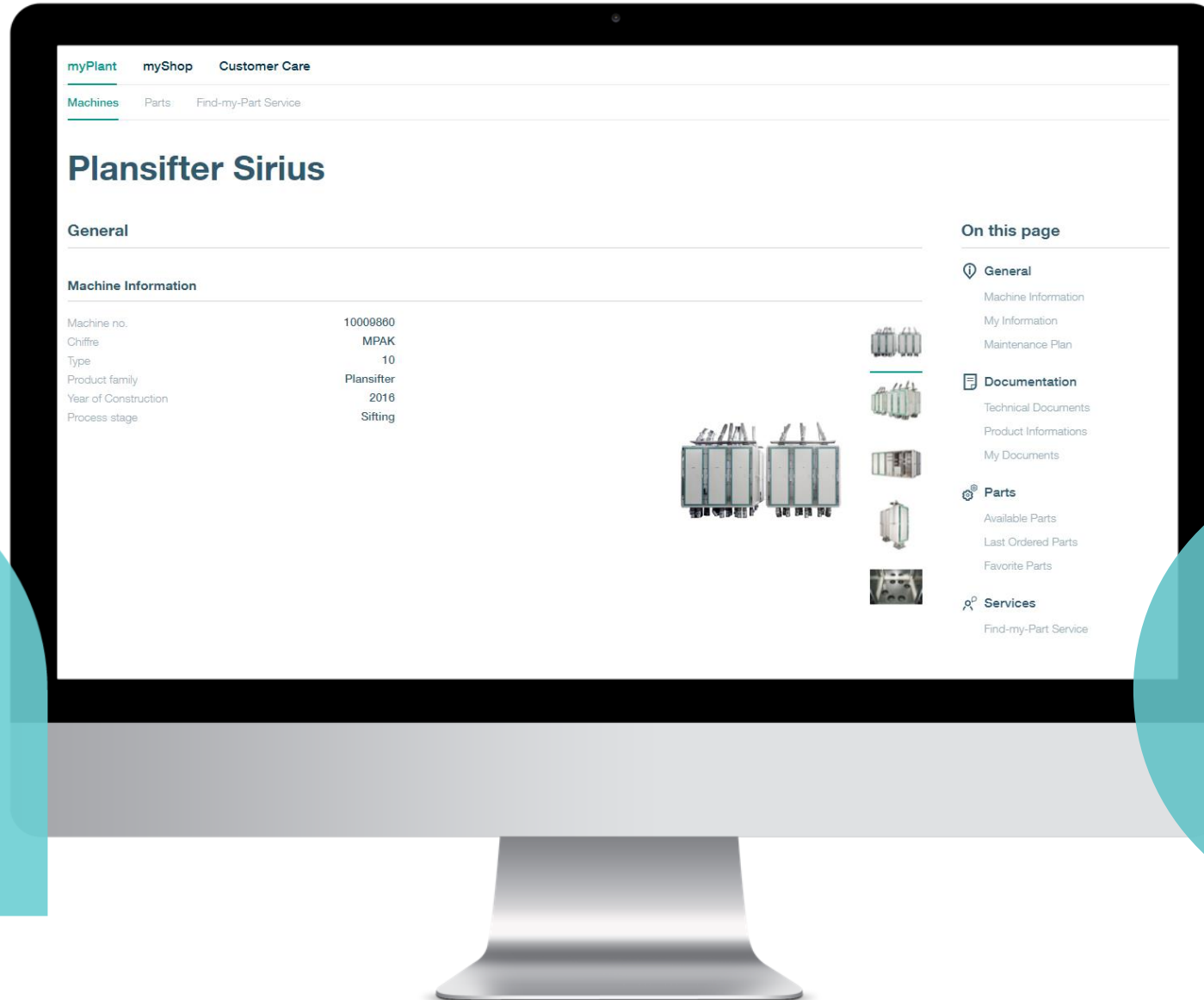
**Overview**  
about your  
installed Bühler  
equipment.

**Search and  
filter**  
possibilities.

**Edit your  
machine  
details**  
with notes, asset  
number, etc.

# myPlant – Machines - Details.

## Details about your machines.



### Machine Details

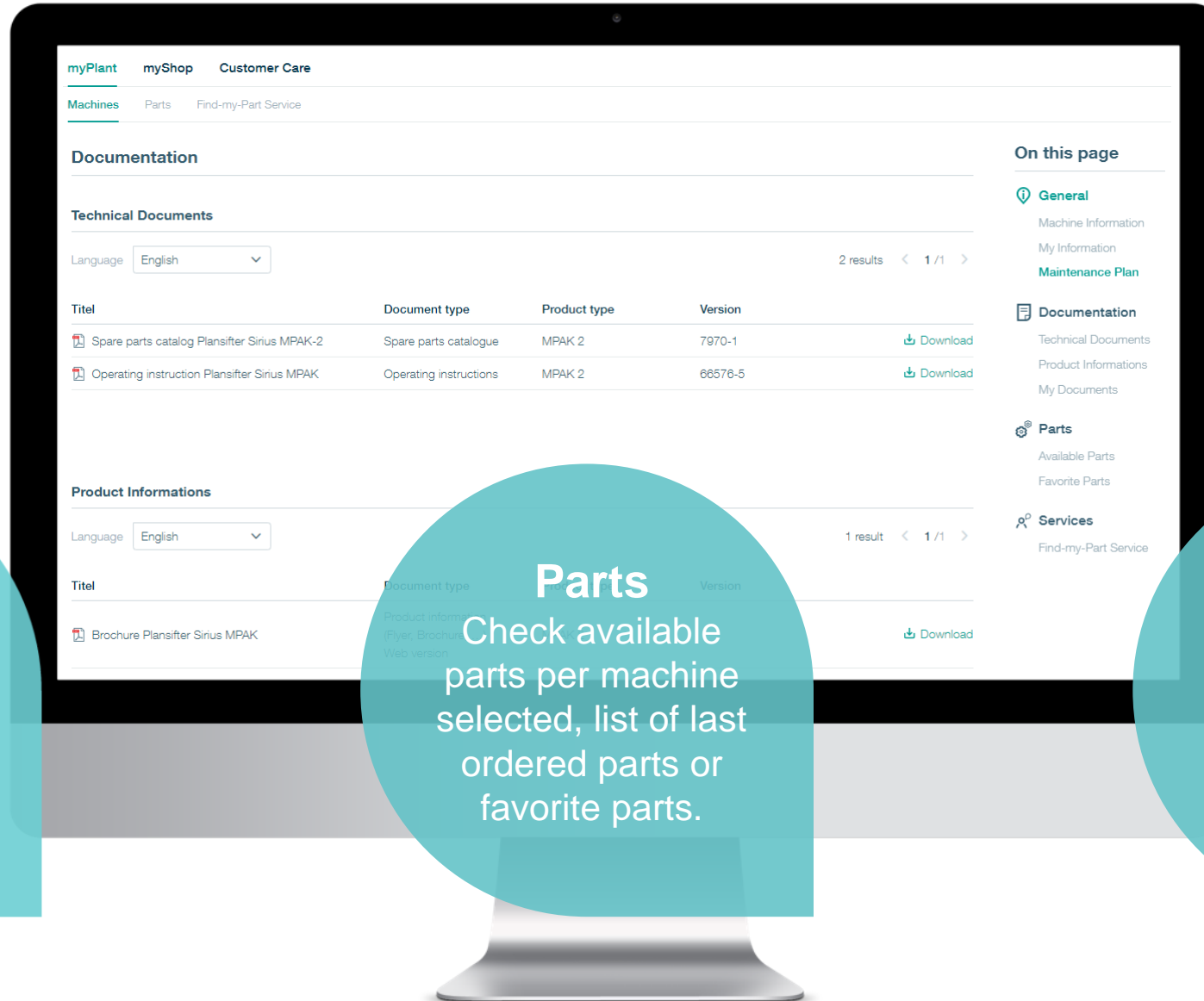
Machine number, cipher, type, year of construction

### Maintenance Plan

Create your maintenance plan for your machines in myBühler.

# myPlant – Machines - Details.

## Details about your machines.



### Documents

Technical documents like user manuals, spare parts catalogs and add your documents.

### Parts

Check available parts per machine selected, list of last ordered parts or favorite parts.

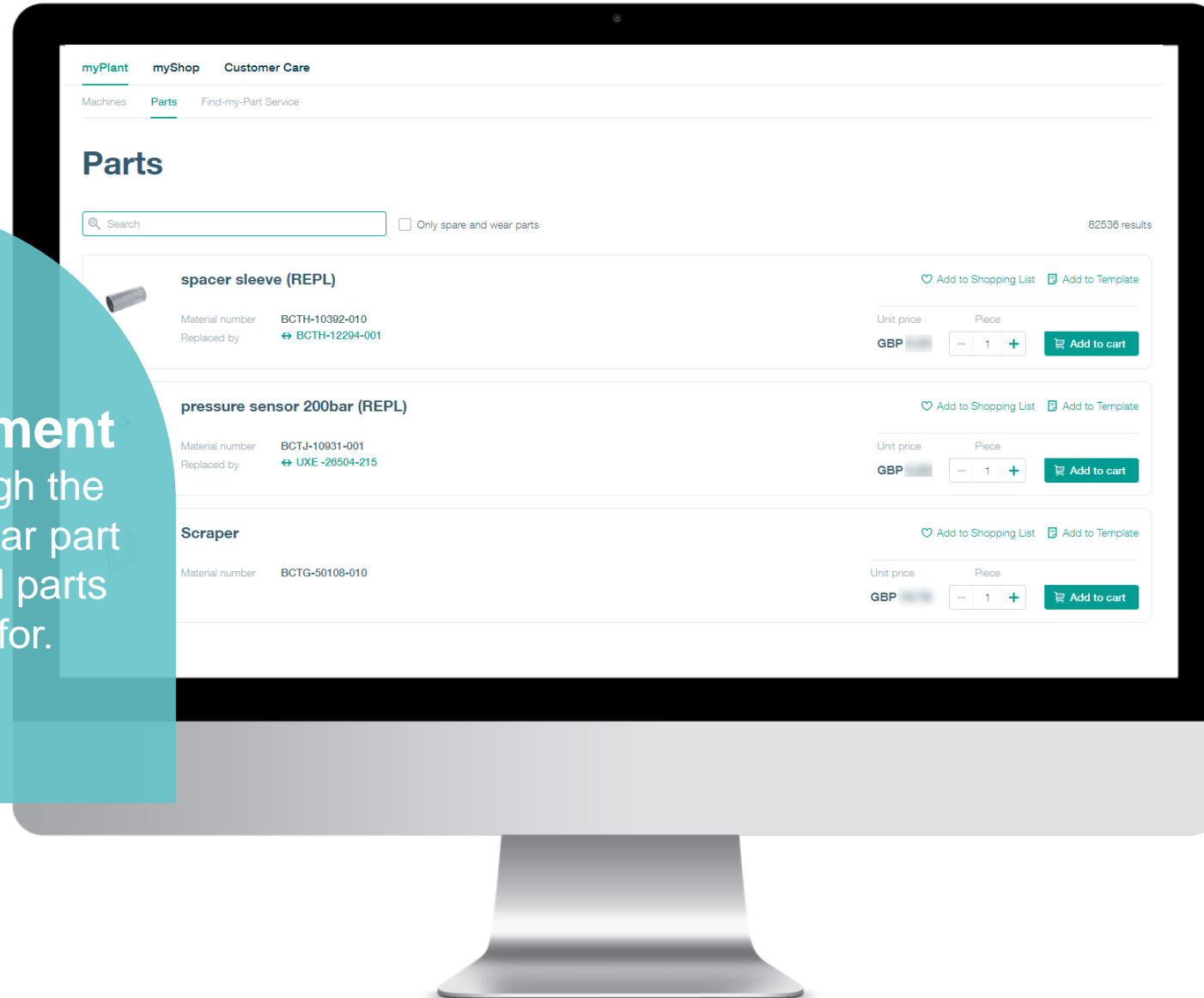
### Find-my-Part Service

Couldn't find your required part? Use the Find-my-Part service and we will help you out!

# myPlant – Parts.

## Overview about your parts.

Access our  
**parts assortment**  
and search through the  
Bühler spare & wear part  
assortment to find parts  
you're looking for.



# myPlant – Parts.

## Overview about your parts.

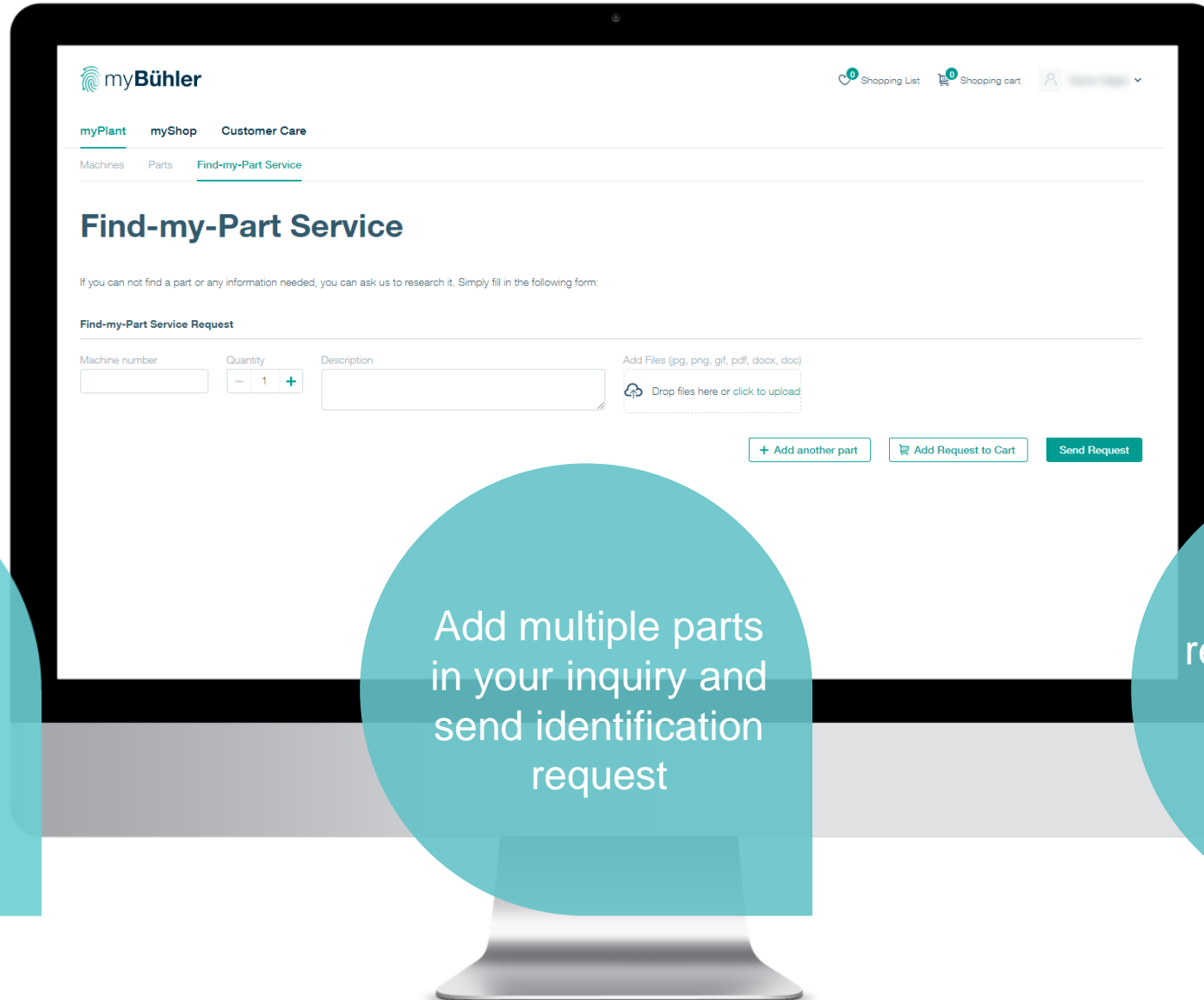


Check the **details of a part** including price, availability, dimensions and weight.

Identify a part using the pictures or the **360° view** of the parts

# myPlant – Find-my-Part Service.

## Get help from our specialists.



Enter machine number, quantity, description and add images if available

Add multiple parts in your inquiry and send identification request

You will directly receive a quotation once the part is identified by our specialists.

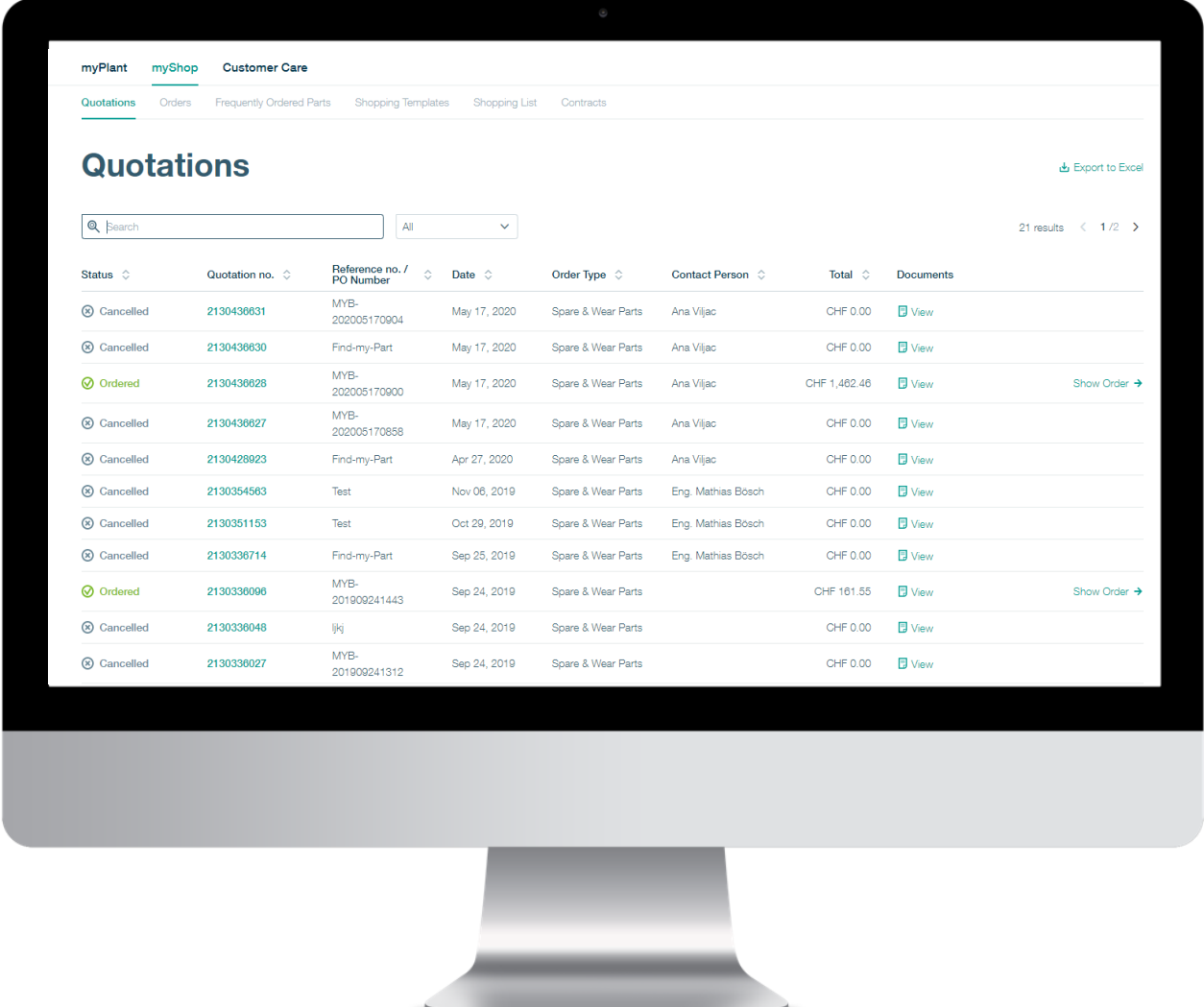


myShop

# myShop - Quotations.

## Overview about your quotations.

Get an **overview**  
**about your**  
**quotations**, check  
the **status**, download  
**documents** and  
place your orders.



myPlant myShop Customer Care

Quotations Orders Frequently Ordered Parts Shopping Templates Shopping List Contracts

### Quotations

[Export to Excel](#)

Search  All  21 results < 1/2 >

Status	Quotation no.	Reference no. / PO Number	Date	Order Type	Contact Person	Total	Documents
Cancelled	2130438831	MYB-202005170904	May 17, 2020	Spare & Wear Parts	Ana Viljac	CHF 0.00	<a href="#">View</a>
Cancelled	2130438830	Find-my-Part	May 17, 2020	Spare & Wear Parts	Ana Viljac	CHF 0.00	<a href="#">View</a>
Ordered	2130438828	MYB-202005170900	May 17, 2020	Spare & Wear Parts	Ana Viljac	CHF 1,462.46	<a href="#">View</a> <a href="#">Show Order</a>
Cancelled	2130438827	MYB-202005170858	May 17, 2020	Spare & Wear Parts	Ana Viljac	CHF 0.00	<a href="#">View</a>
Cancelled	2130428923	Find-my-Part	Apr 27, 2020	Spare & Wear Parts	Ana Viljac	CHF 0.00	<a href="#">View</a>
Cancelled	2130354583	Test	Nov 06, 2019	Spare & Wear Parts	Eng. Mathias Bosch	CHF 0.00	<a href="#">View</a>
Cancelled	2130351153	Test	Oct 29, 2019	Spare & Wear Parts	Eng. Mathias Bosch	CHF 0.00	<a href="#">View</a>
Cancelled	2130338714	Find-my-Part	Sep 25, 2019	Spare & Wear Parts	Eng. Mathias Bosch	CHF 0.00	<a href="#">View</a>
Ordered	2130338006	MYB-201909241443	Sep 24, 2019	Spare & Wear Parts		CHF 161.55	<a href="#">View</a> <a href="#">Show Order</a>
Cancelled	2130338048	ljkj	Sep 24, 2019	Spare & Wear Parts		CHF 0.00	<a href="#">View</a>
Cancelled	2130338027	MYB-201909241312	Sep 24, 2019	Spare & Wear Parts		CHF 0.00	<a href="#">View</a>

# myShop - Orders.

## Overview about your orders.

Check the **status** of your orders, your **Bühler contacts**, download **documents** and **track and trace** your orders.

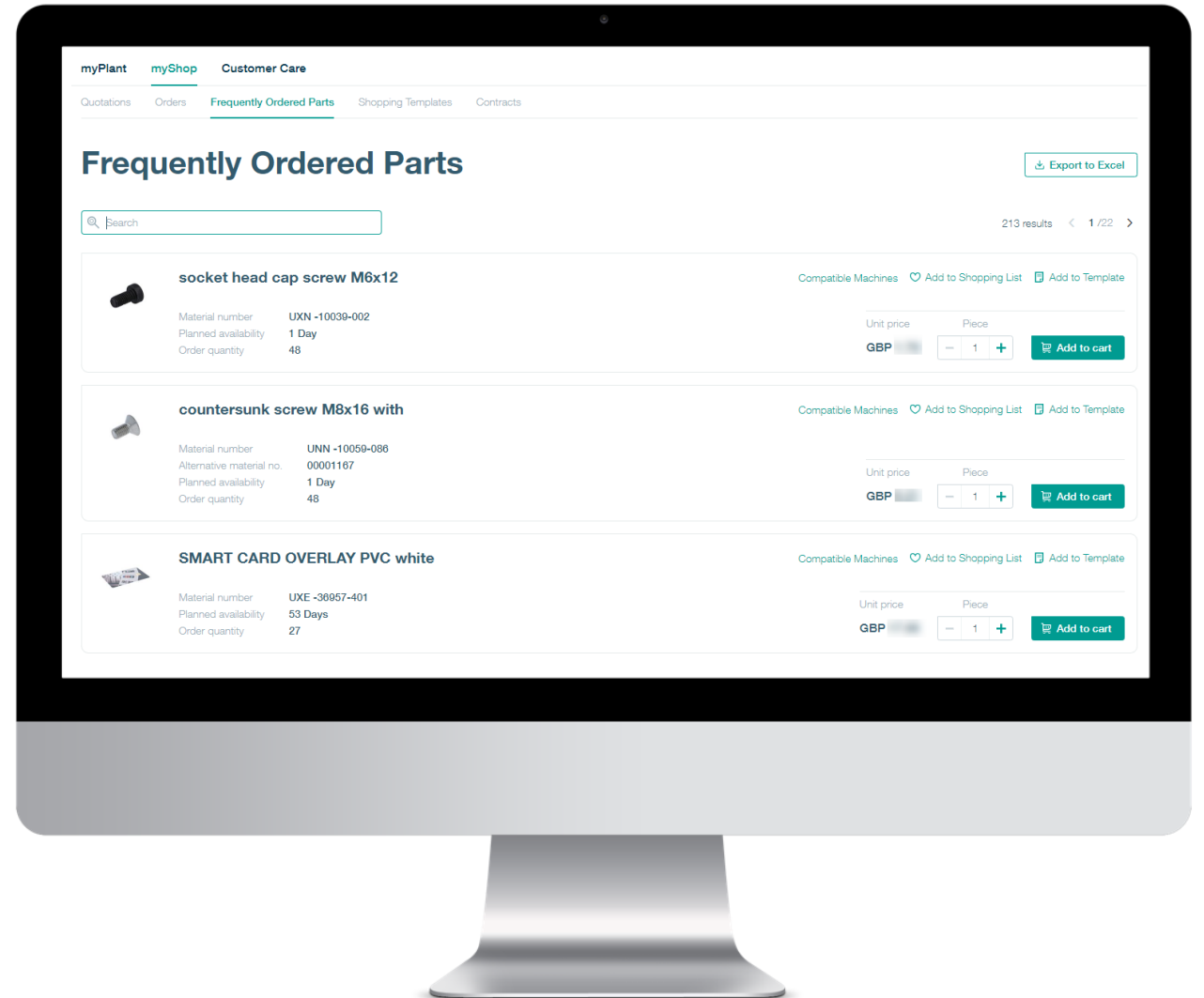
The screenshot displays the 'Orders' page in the myShop interface. The page includes a navigation menu with 'Products', 'myPlant', 'myShop', and 'Customer Care'. Below the navigation, there are tabs for 'Quotations', 'Orders', 'Frequently Ordered Parts', 'Shopping Templates', 'Shopping List', and 'Contracts'. The 'Orders' tab is active. The main content area shows a table of orders with the following columns: Status, Order no., Reference no., Order date, Planned delivery, Order Type, Contact Person, Total, and Documents. The table contains 10 rows of data, all with a 'Completed' status. A search bar and a dropdown menu are located above the table. On the right side of the table, there are buttons for 'Configure table columns' and 'Export to Excel'. The page also shows '32 results' and a pagination indicator '1 / 2'.

Status	Order no.	Reference no.	Order date	Planned delivery	Order Type	Contact Person	Total	Documents
Completed	3130421713	TEST LATEST SHIP	May 20, 2020	May 22, 2020	Field Service & Parts		CHF 150.00	View
Completed	3130421712	TEST LATEST SHIP	May 20, 2020	May 22, 2020	Field Service & Parts		CHF 150.00	View
Completed	3130421698	test dummy pers	May 15, 2020	May 18, 2020	Field Service & Parts	stefano magro	CHF 150.00	View
Completed	3130421697	test dummy pers	May 15, 2020	May 18, 2020	Field Service & Parts	stefano magro	CHF 150.00	View
Completed	3130421696	test dummy pers	May 15, 2020	May 18, 2020	Field Service & Parts	stefano magro	CHF 150.00	View
Completed	3130421695	test dummy pers	May 15, 2020	May 18, 2020	Field Service & Parts		CHF 150.00	View
Completed	3130421675	MYB-202005150919	May 15, 2020	May 18, 2020	Field Service & Parts	Mario Kreis	CHF 178.78	View
Completed	3130421663	test dummy pers	May 14, 2020	May 15, 2020	Field Service & Parts	stefano magro	CHF 150.00	View
Completed	3130421662	test dummy pers	May 14, 2020	May 15, 2020	Field Service & Parts		CHF 150.00	View
Completed	3130421661	test dummy pers	May 14, 2020	May 15, 2020	Field Service & Parts	stefano magro	CHF 150.00	View

# myShop - Frequently Ordered Parts.

Consumption of parts over the last 18 months.

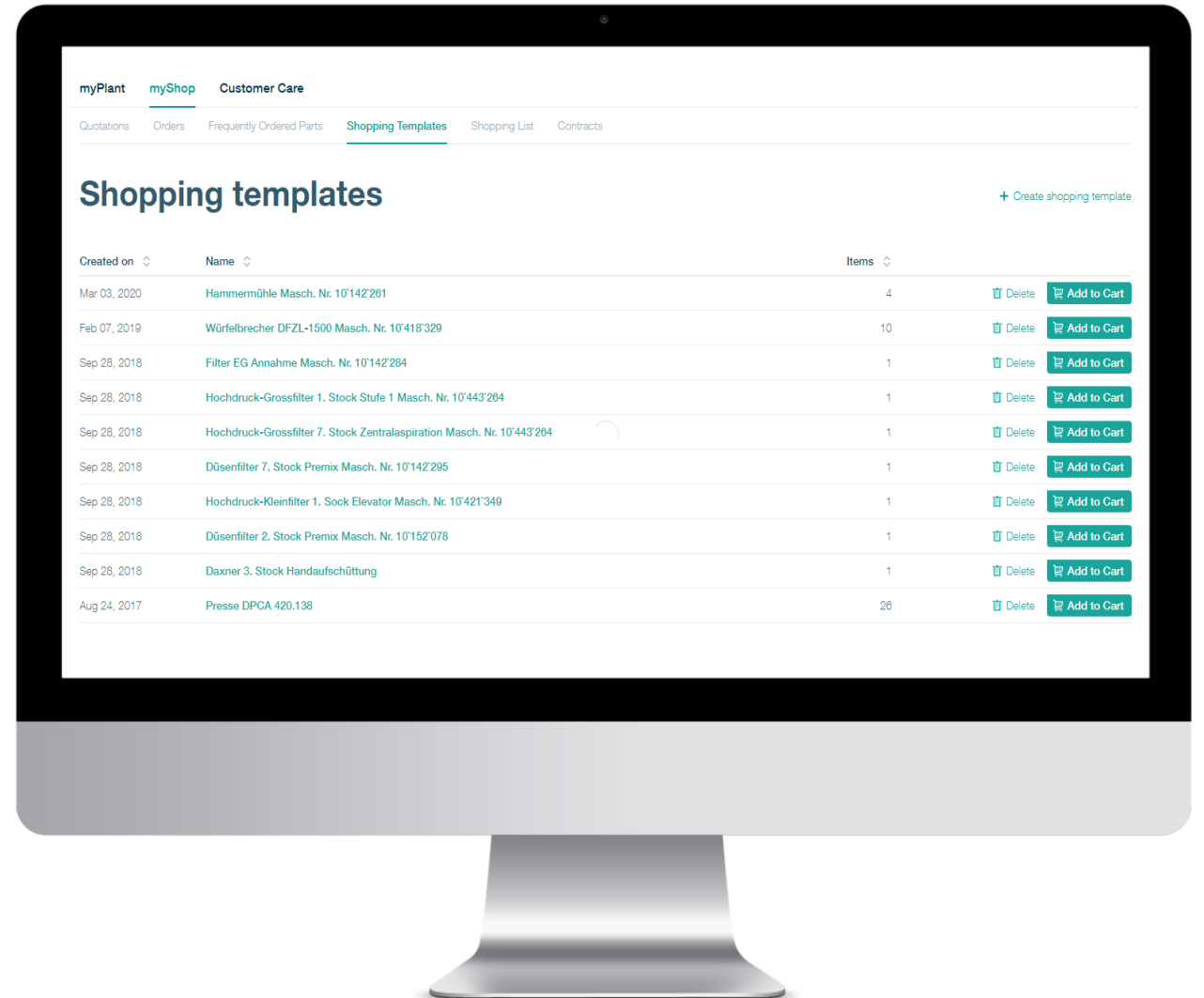
Quick and easy access to often needed parts, all information about the parts and possibilities to export to excel.



# myShop – Shopping Templates.

Create online templates which can be re-used.

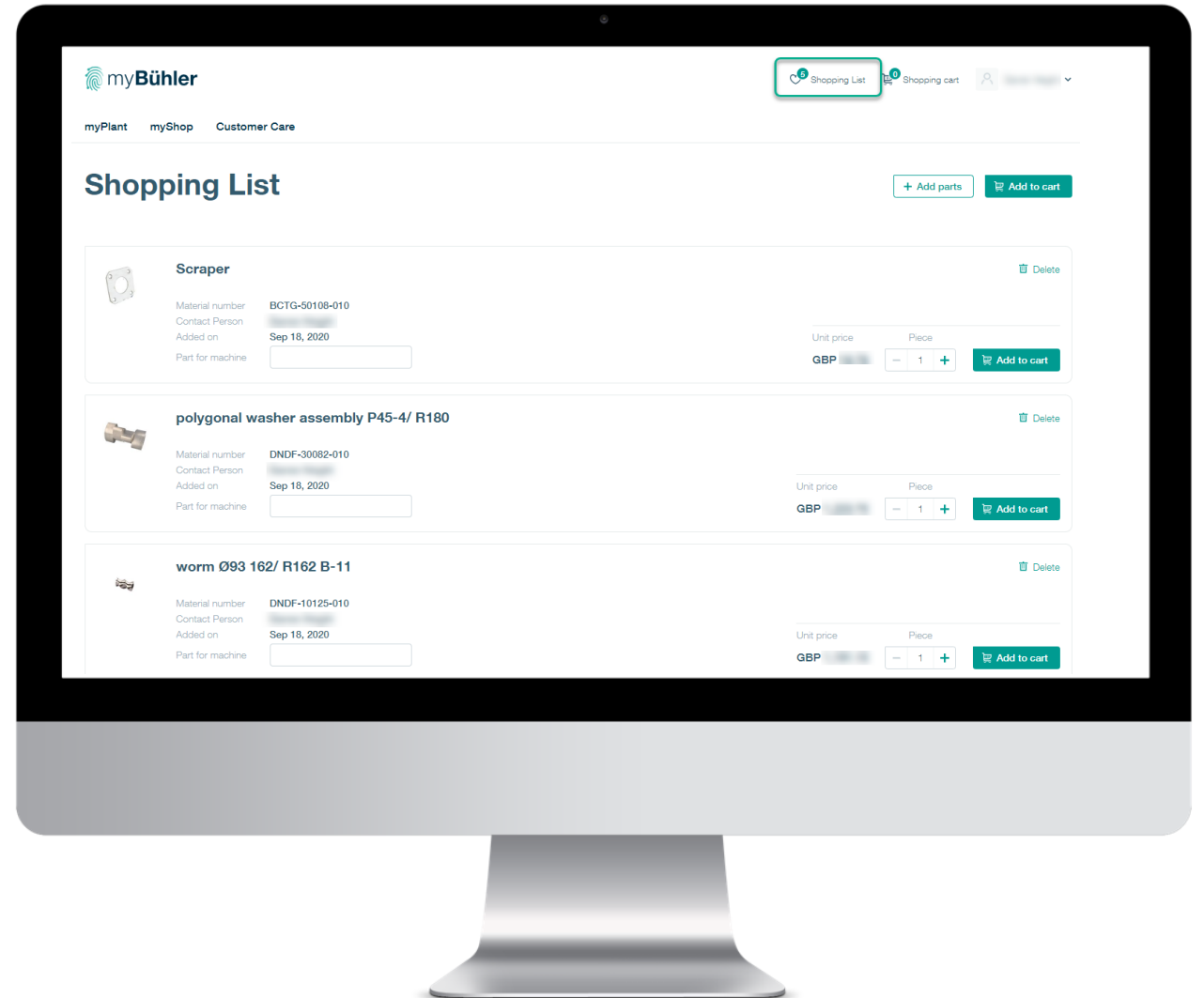
Use templates for parts that you order periodically, rename them and export for easy handling.



# myShop – Shopping List.

Collect parts from multiple users.

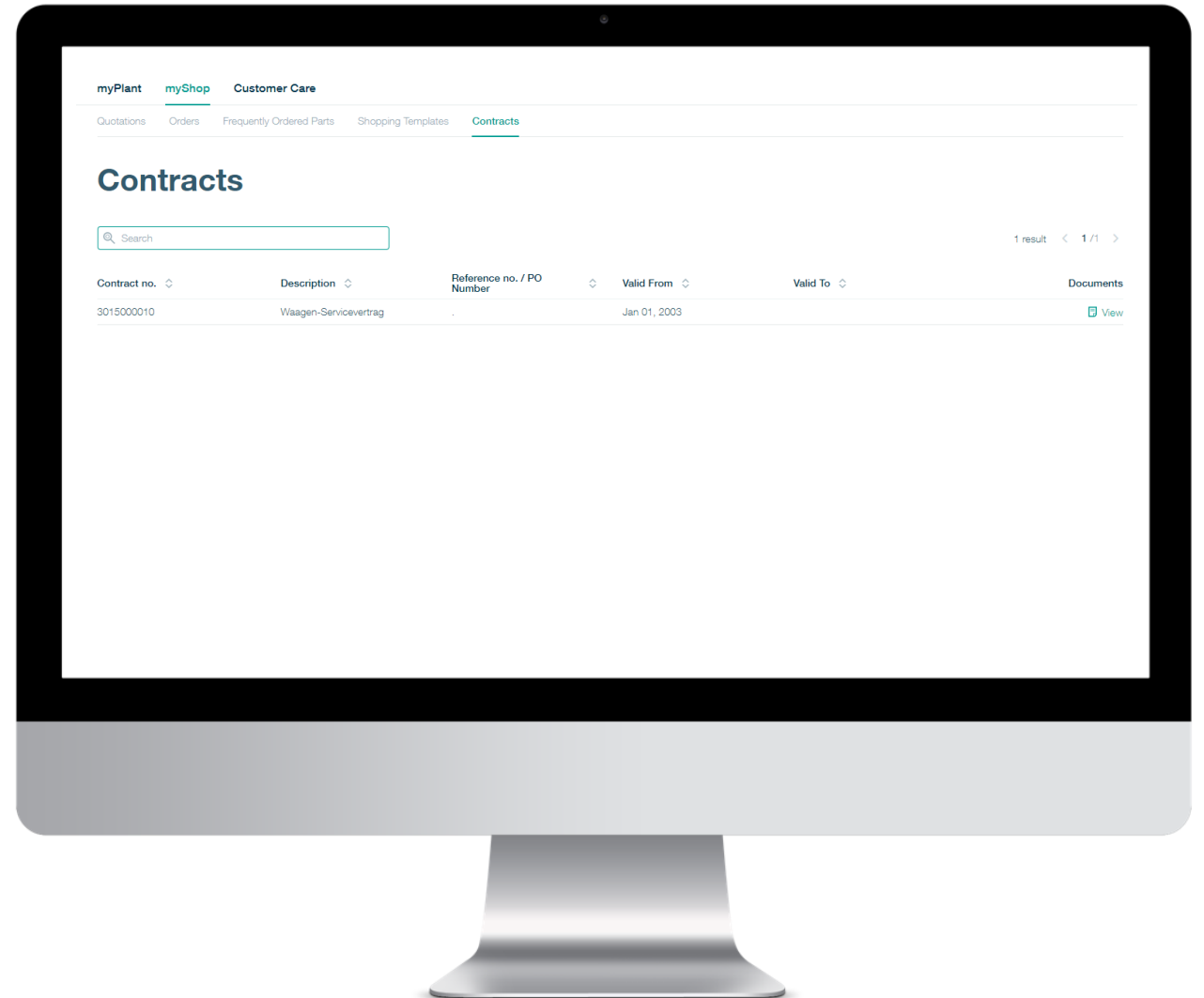
Save freight costs  
by collecting  
purchase requisitions  
from different users  
and order them once.



# myShop – Contracts.

## Service Contracts.

Here you will find an overview about your **Service Contracts.**

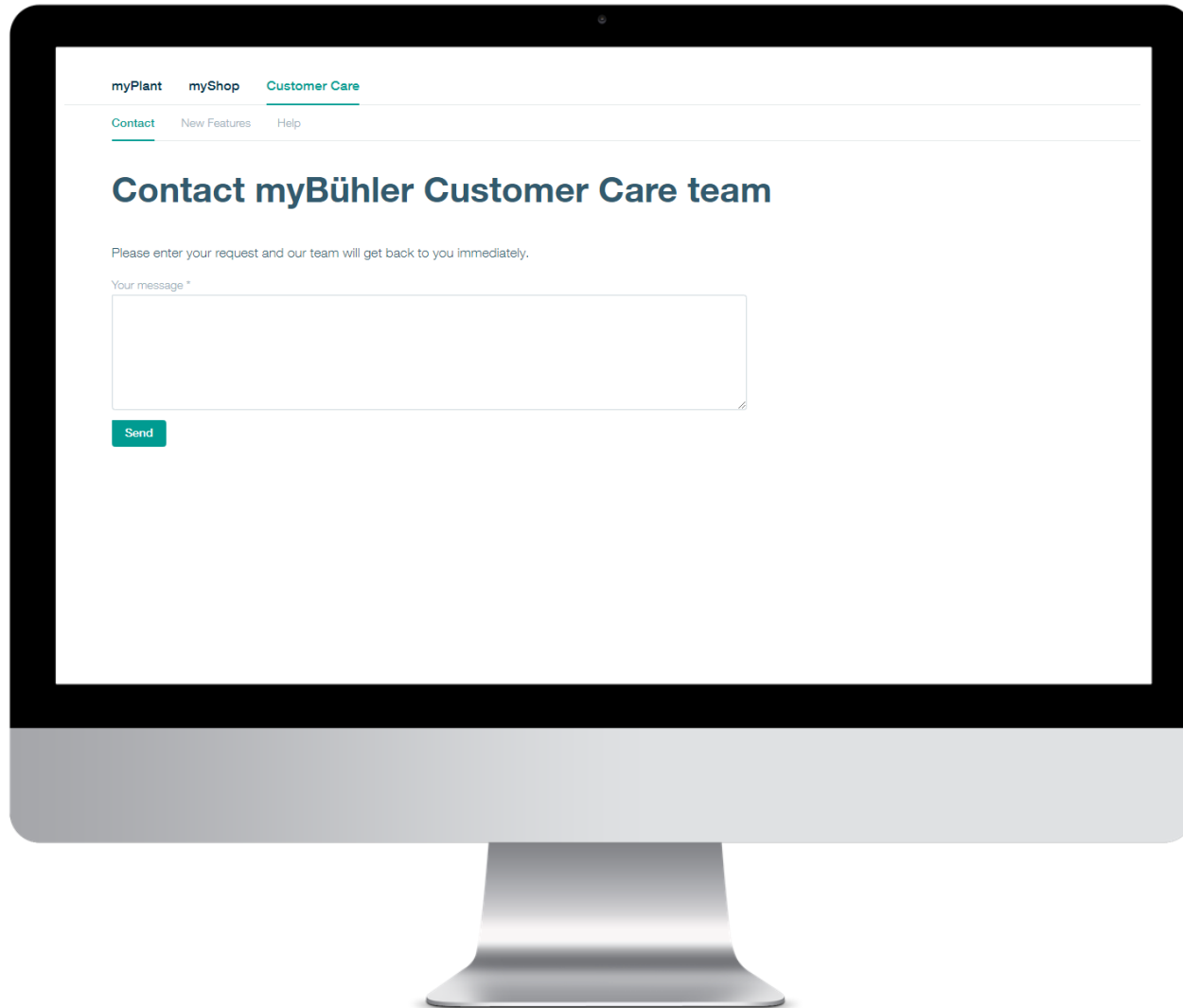


# Customer Care



# Customer Care – Contact.

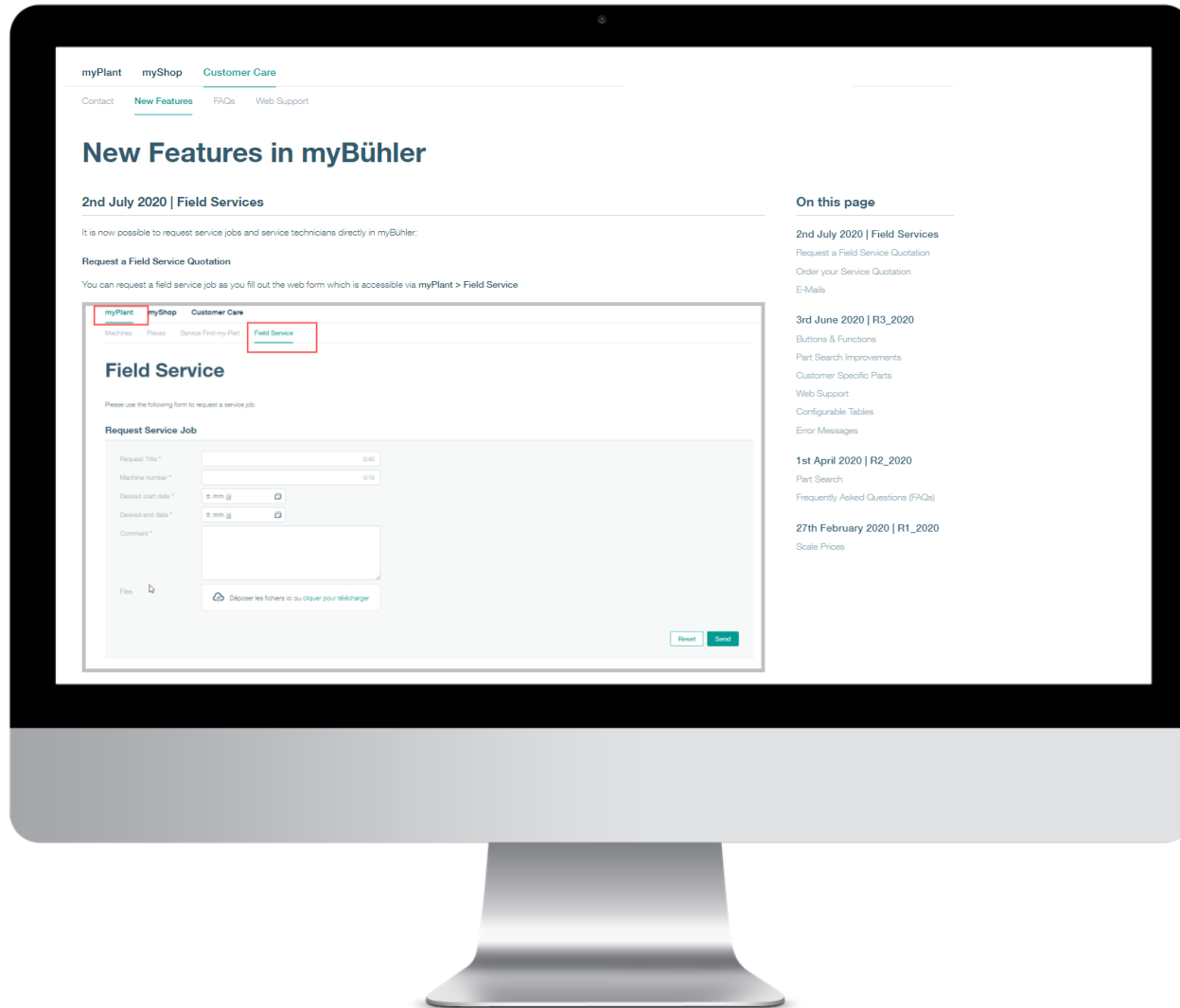
Any questions? We are here for you!



Enter your requests, feedbacks, ideas and our team will get back to you.

# Customer Care – New Features.

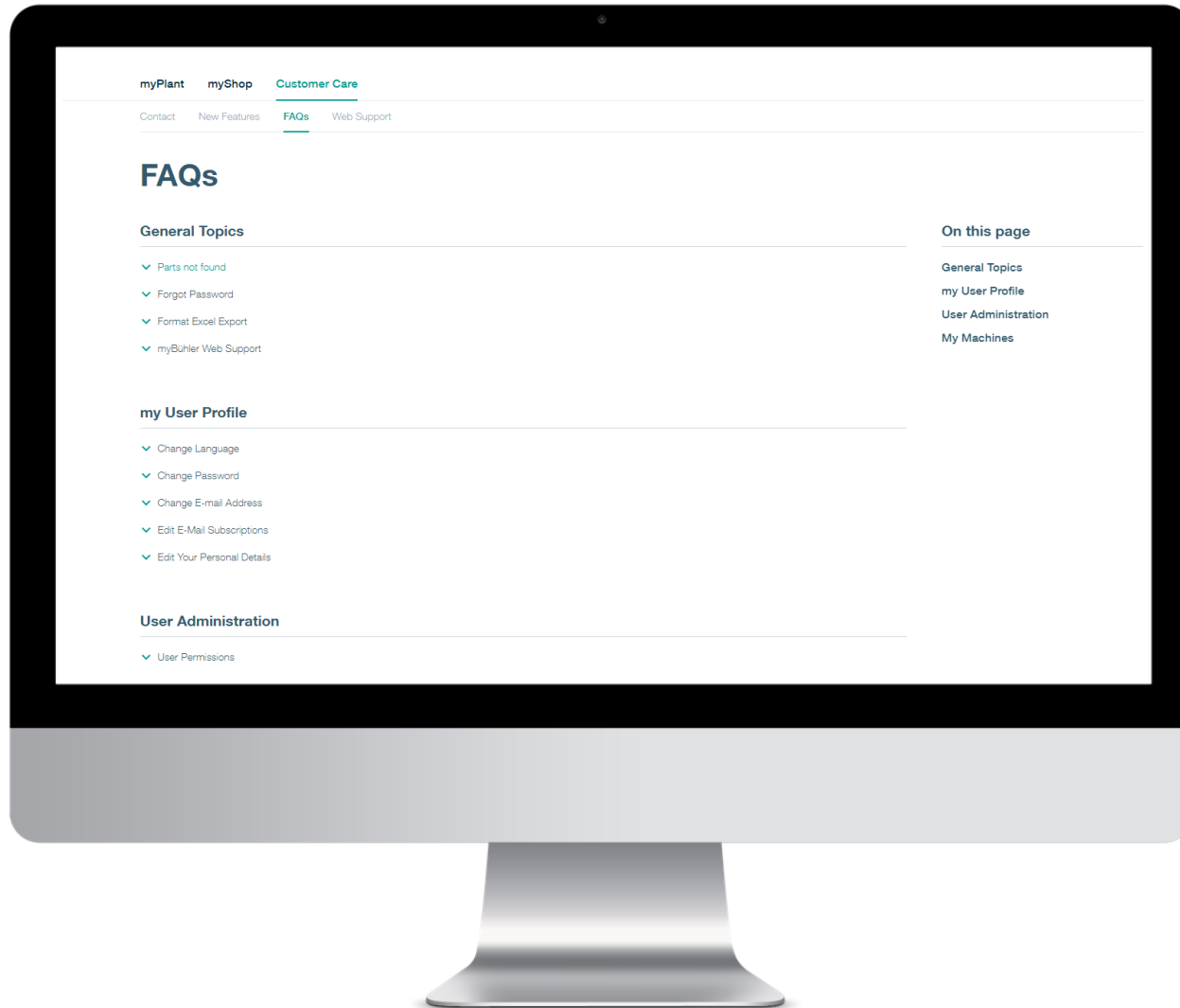
Get an overview about all changes in myBühler.



Find out what is new in myBühler and get an overview of newly implemented features.

# Customer Care – FAQ.

Frequently asked questions.

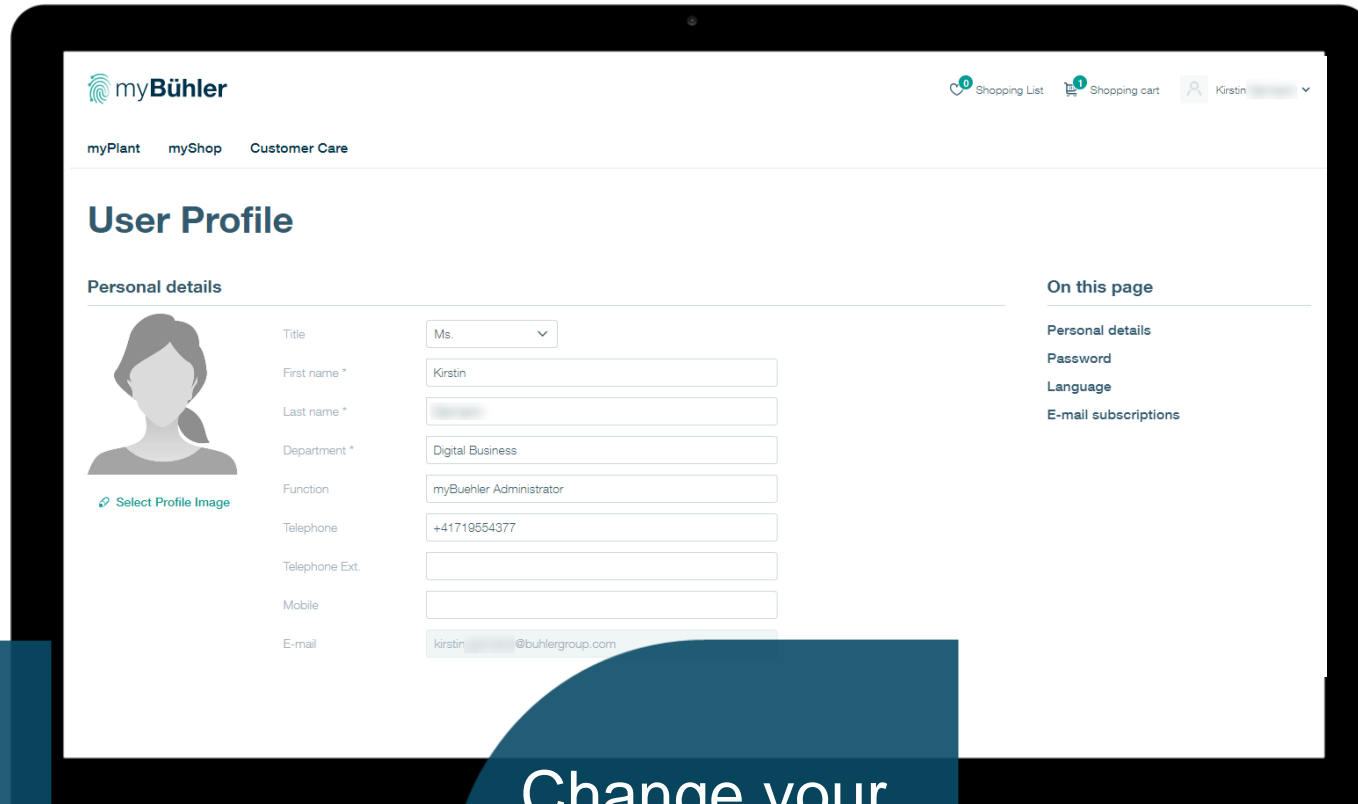


Questions?  
Here you will find the  
answers. This section  
will give you a  
detailed introduction  
about all features.

# User administration

# User Profile.

Adjust your profile with your preferences.



The screenshot shows the 'myBühler' user profile page. At the top, there are navigation links for 'myPlant', 'myShop', and 'Customer Care'. The main heading is 'User Profile'. Under 'Personal details', there is a profile picture placeholder with a 'Select Profile Image' link. To the right, there is a table of form fields for personal information. On the far right, a 'On this page' sidebar lists 'Personal details', 'Password', 'Language', and 'E-mail subscriptions'.

Personal details	
Title	Ms. <input type="text"/>
First name *	Kirstin <input type="text"/>
Last name *	<input type="text"/>
Department *	Digital Business <input type="text"/>
Function	myBuehler Administrator <input type="text"/>
Telephone	+41719554377 <input type="text"/>
Telephone Ext.	<input type="text"/>
Mobile	<input type="text"/>
E-mail	kirstin. @buhlergroup.com <input type="text"/>

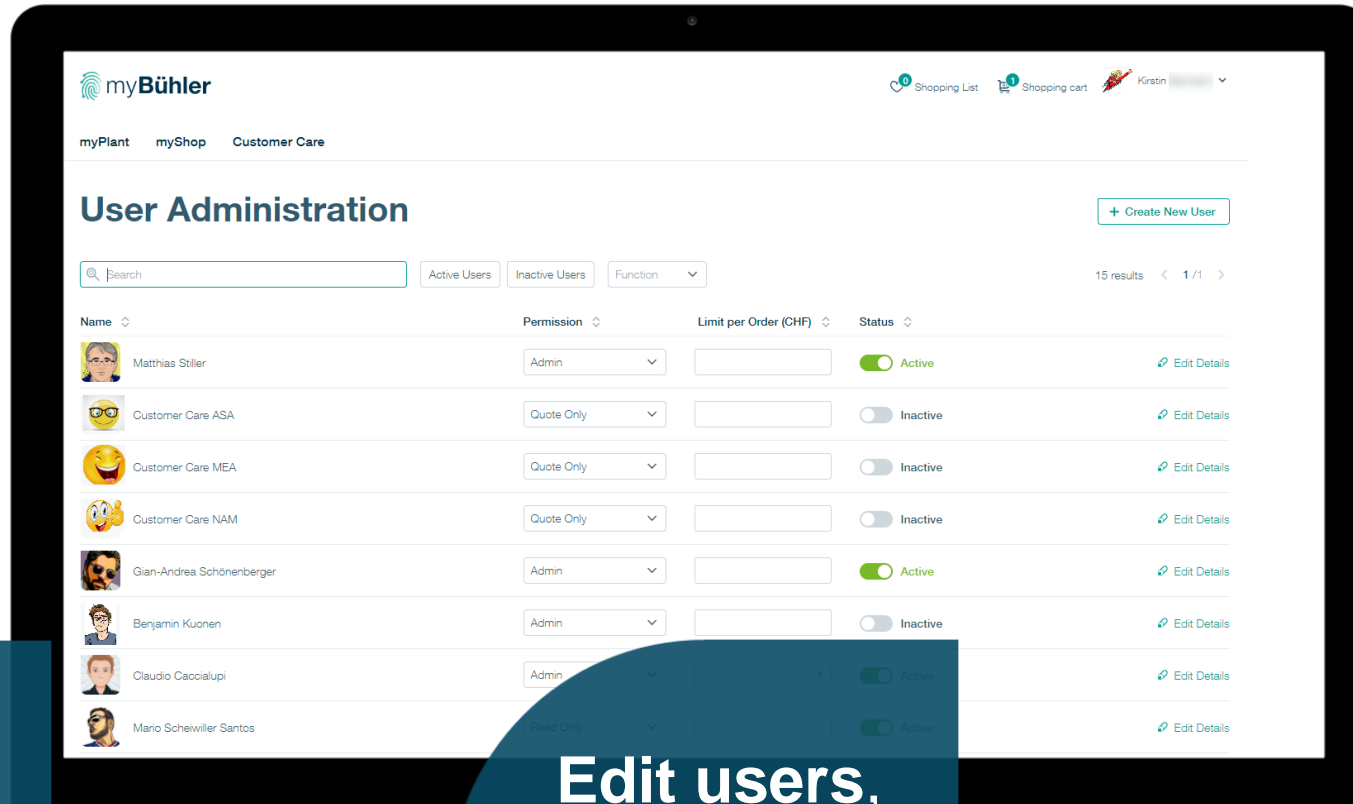
Update  
personal  
details

Change your  
language  
settings

Manage  
your email  
subscriptions

# User Administration.

Manage the access of your colleagues.



Create  
new users

Edit users,  
change  
authorization  
levels

Manage users  
and contacts in  
your plant

Special features

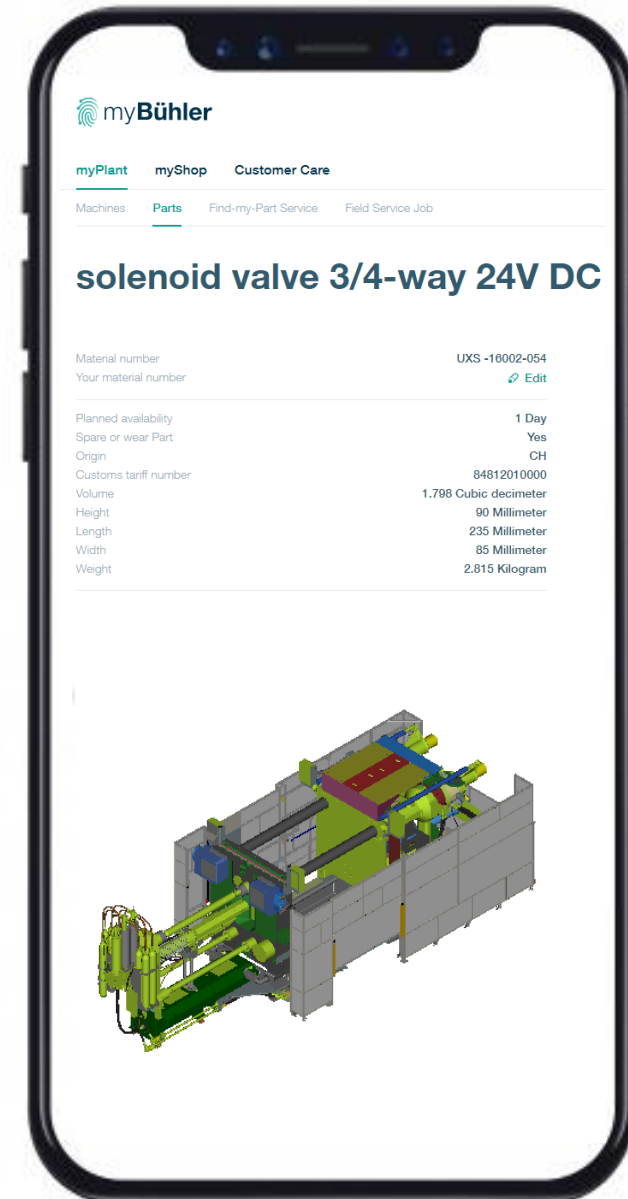
# 3D Spare Parts catalog

## Virtually browse through your machine.

Catalog is **directly available** out of myBühler.

**Parts from the 3D** catalog can directly be transferred to the shopping cart in myBühler.

Available for most machines of customers from our **DieCasting business area**.





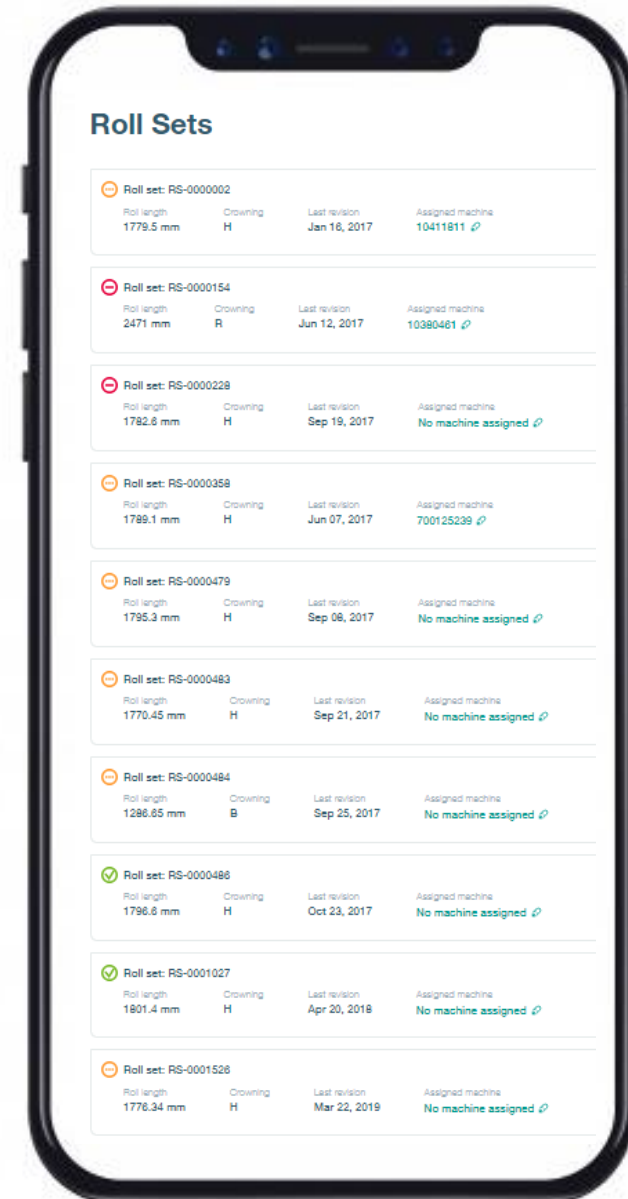
# Bühler Roll Asset Management

Shows all available roll sets in your plant.

You can **assign the roll sets** into the machines.

Roll set details are shown including **condition** of the rolls and the **passages**.

Available for **Chocolate Mass** customers in selected **regions**.



The image shows a smartphone screen displaying the 'Roll Sets' application. The screen lists ten different roll sets, each with a status icon (orange, red, or green), a title, and four columns of data: Roll length, Crowning, Last revision, and Assigned machine. The assigned machine column includes a link icon.

Roll set	Roll length	Crowning	Last revision	Assigned machine
Roll set: RS-0000002	1779.5 mm	H	Jan 16, 2017	10411811 <a href="#">↗</a>
Roll set: RS-0000154	2471 mm	R	Jun 12, 2017	10380461 <a href="#">↗</a>
Roll set: RS-0000228	1782.8 mm	H	Sep 19, 2017	No machine assigned <a href="#">↗</a>
Roll set: RS-0000358	1789.1 mm	H	Jun 07, 2017	700125239 <a href="#">↗</a>
Roll set: RS-0000479	1795.3 mm	H	Sep 08, 2017	No machine assigned <a href="#">↗</a>
Roll set: RS-0000483	1770.45 mm	H	Sep 21, 2017	No machine assigned <a href="#">↗</a>
Roll set: RS-0000484	1286.85 mm	B	Sep 25, 2017	No machine assigned <a href="#">↗</a>
Roll set: RS-0000486	1796.8 mm	H	Oct 23, 2017	No machine assigned <a href="#">↗</a>
Roll set: RS-0001027	1801.4 mm	H	Apr 20, 2018	No machine assigned <a href="#">↗</a>
Roll set: RS-0001528	1776.34 mm	H	Mar 22, 2019	No machine assigned <a href="#">↗</a>

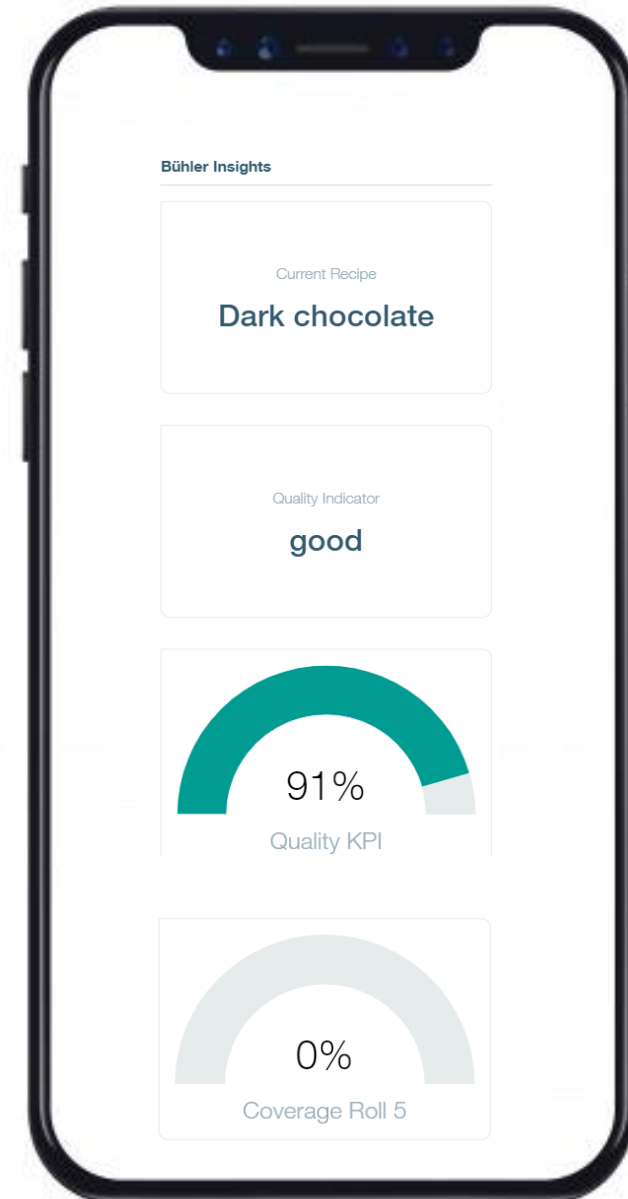
# Bühler Insights Integration

Secure, nearly real-time monitoring platform.

 **Visualization of data** from connected machines and devices.

 **Long-term data analytics** and statistics.

 Available for **Bühler Insights customers only.**





## Our vision of the future

Innovations for a better world.



**myBühler – Our Vision.**

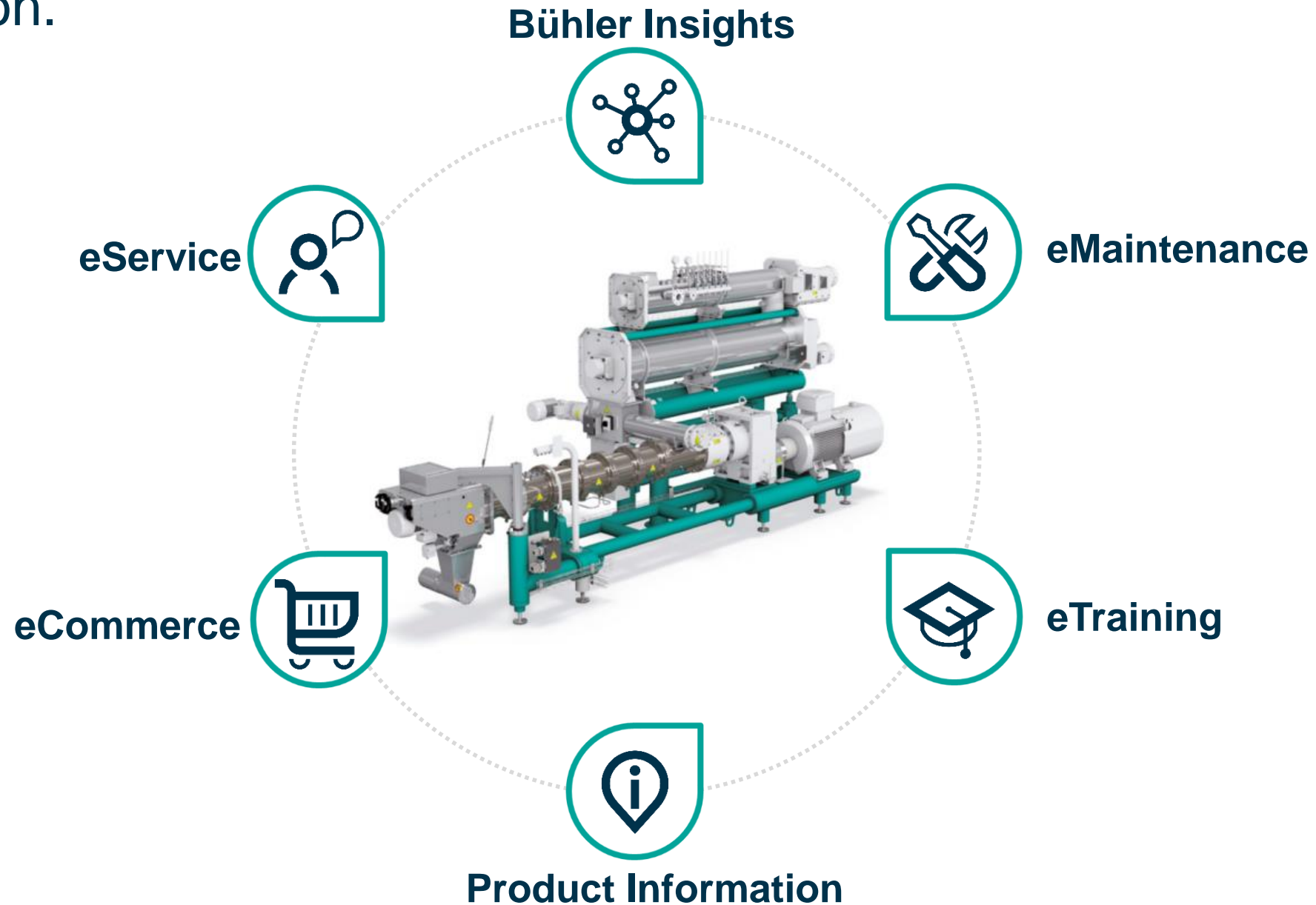
We want to be always one step ahead.

## **Our vision**

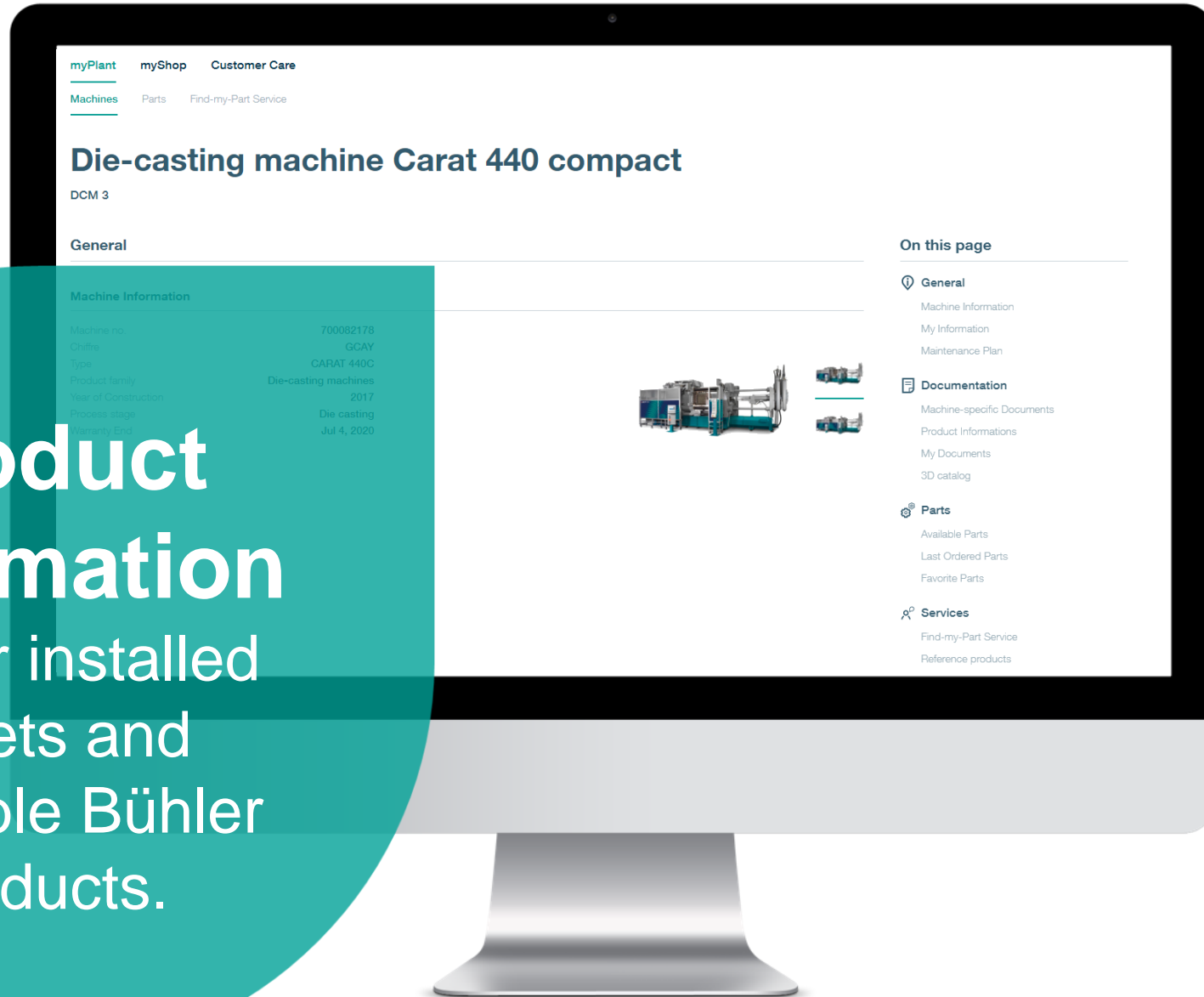
myBühler is more than just an online shop. Our vision is to have our customers plant in the center of our thoughts and align all digital services that we offer as Bühler to our customers on **one single platform.**

# myBühler customer portal.

Our vision.



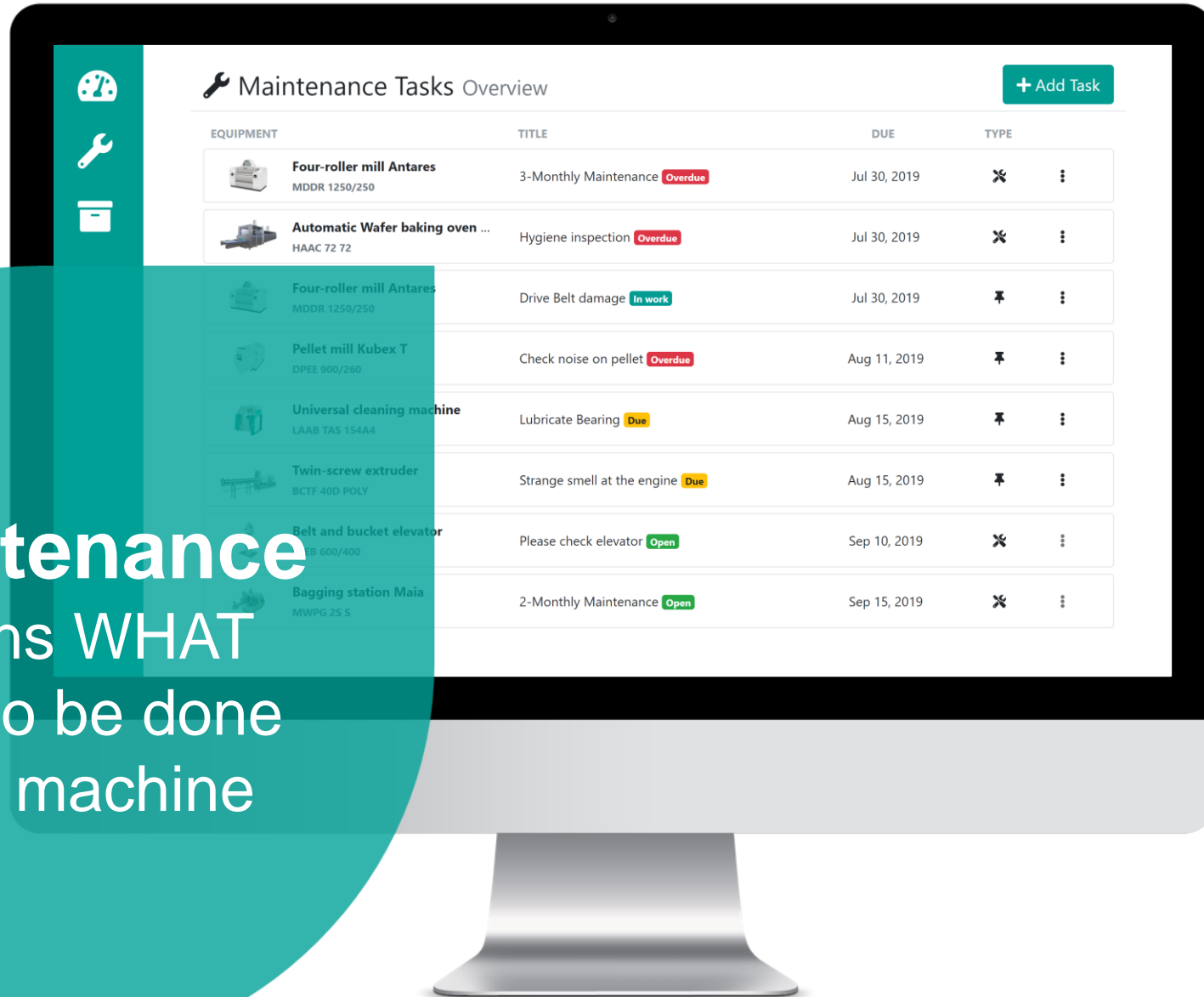
**Product  
Information**  
of your installed  
assets and  
available Bühler  
products.





**Bühler  
Insights**  
reports an alert  
in the customer  
plant

eMaintenance  
explains WHAT  
needs to be done  
on the machine

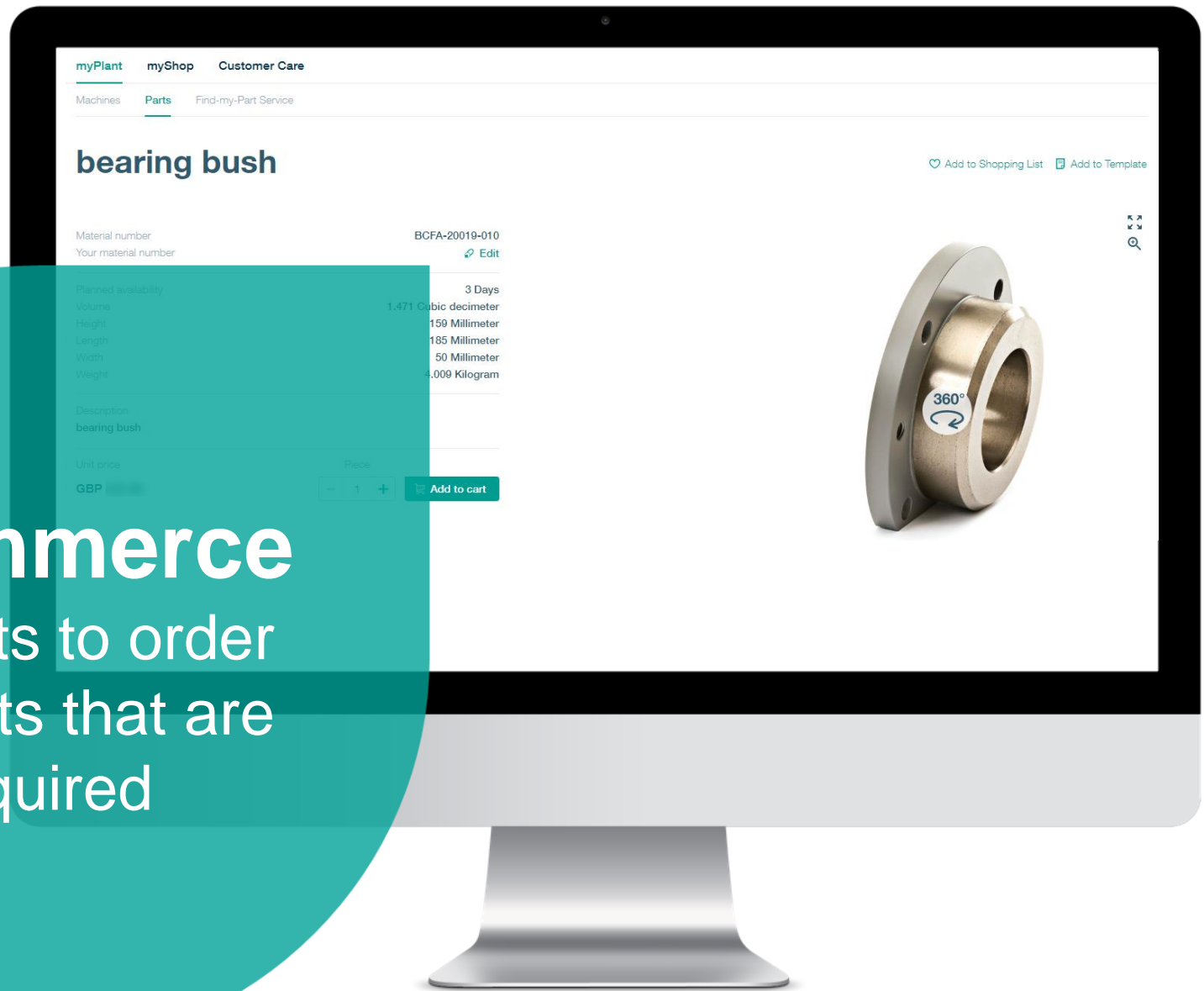






**eTraining**  
explains HOW  
the issue can be  
solved

**eCommerce**  
supports to order  
the parts that are  
required





**eService**  
helps troubleshoot  
and solve the issue



## Integration into your IT ecosystem

Innovations for a better world.

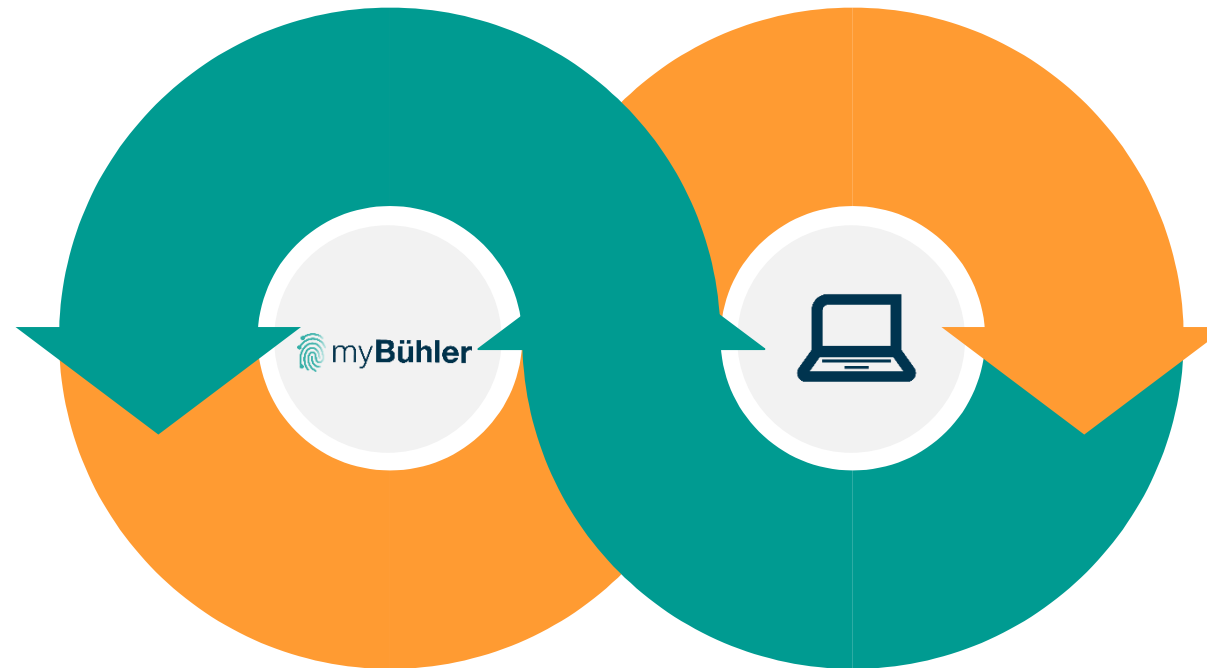


# myBühler customer portal.

Integrate myBühler into your purchasing systems.

## myBühler

- Speed up your purchasing process
- Direct access to prices and information
- Connected with your system
- Business made easy



## Customer IT ecosystem

- Manufacturing Execution Systems
- ERP Systems
- Plant Maintenance Systems
- Purchasing Systems
- Learning Management Systems

# Integration scenarios

# Why should I use myBühler if a purchasing system is in place?

- myBühler is more than a shop and offers various features like access to machines, documentation and machine specific part lists as well as your order history.
- myBühler is tailored to your plants.
- Using myBühler doesn't interfere with your purchasing process but can integrate and support it.
- There are different levels of integration which can be adjusted according to customer requirements.
- For further assistance please refer to [customer.care@mybuhler.com](mailto:customer.care@mybuhler.com)



# Overview: possible levels of integration.

## Level 1

No technical integration.



Users will work with both systems in parallel.

myBühler will be used for quotation requests only.

Purchasing process will be followed in the purchasing system of the customer.

Order is submitted online through myBühler with PO number or offline by E-Mail.

Today, this is the most common scenario.

## Level 2

Catalog integration.



myBühler will be integrated in the purchasing system.

Users are able to directly login to myBühler and use full functionalities except checkout.

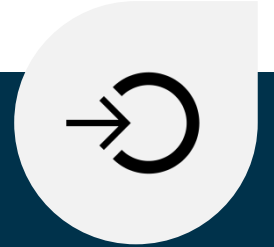
Instead of the usual checkout process, the shopping cart will be returned electronically to the purchasing system.

Purchasing process will be followed in the purchasing system of the customer.

Order is submitted by E-Mail.

## Level 3

Full process integration.



In addition to Level 2, in a full process integration the handover of purchase orders, order confirmation, delivery notes and invoices will be done electronically.

Purchasing system of the customer will be “connected” via interfaces to the ERP system of Bühler.



**Level 1:**  
no technical integration

# Level 1: no technical integration

## Benefits & Facts

### Benefits

- Users can create quotations directly online and get access to information through myBühler with no waiting time.
- myBühler can handle authorization topics with restricted access for users and/or order limits.
- No system integration and therefore no resources & costs on both sides.

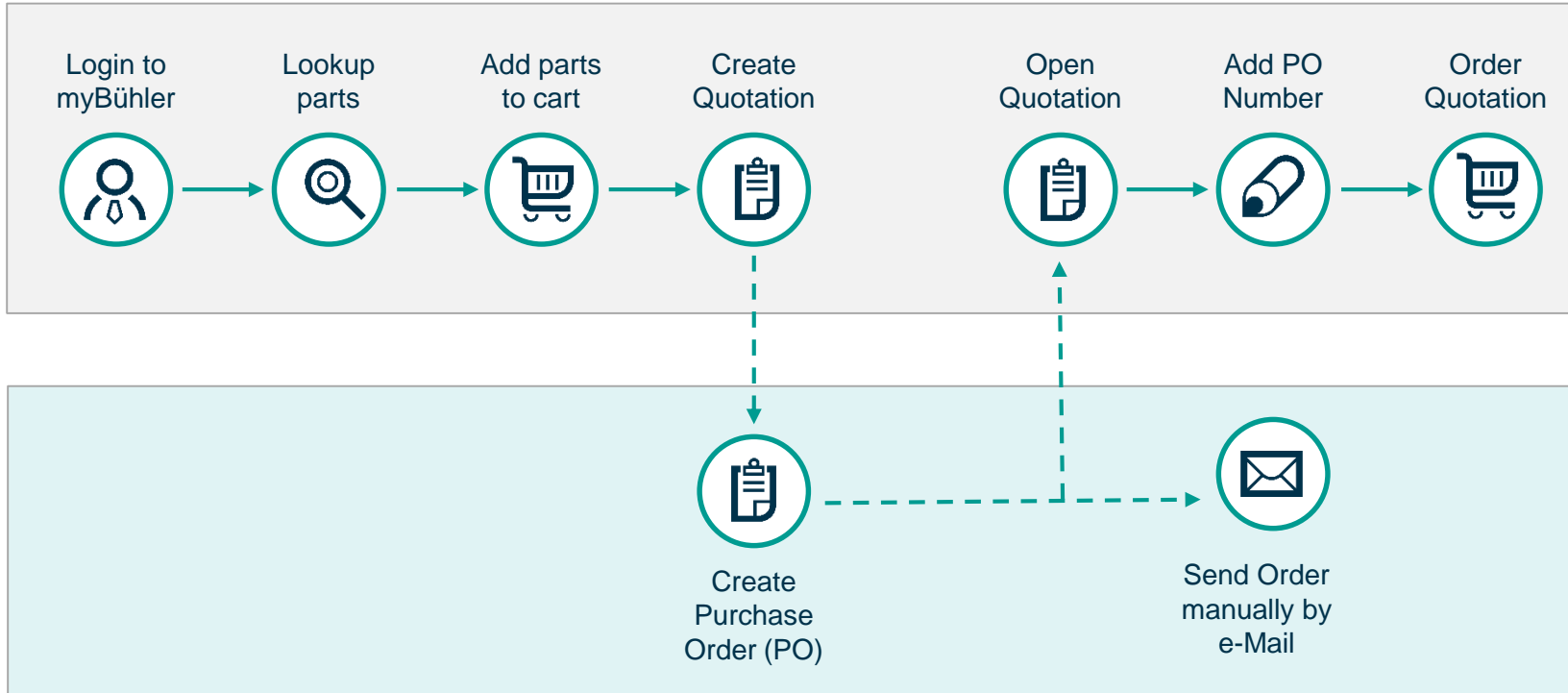
### Facts

- This solution required double-entries in both systems (myBühler and purchasing system)
- Fast, but still manual effort required.
- This solution is in place for most customers.



# Integration Level 1

## No technical integration



Your Purchasing System

### Integration Level 1

At this integration level you create the quote in myBühler. After you have done this, you create a purchase order in your own purchasing system. In a third step you then transfer the resulting number (PO number) directly into myBühler when placing the order or you send us the purchase order by email out of your system.

# Level 2: Catalog integration

# Level 2: Catalog integration.

## Benefits & Facts

### Benefits

- As a customer you will get direct access from your purchasing system into myBühler.
- Browse through myBühler to search and identify your required parts and add them to your shopping cart.
- Finally your shopping cart can be transferred with one click into your purchasing system.
- Finalize your purchase request and send out the order.

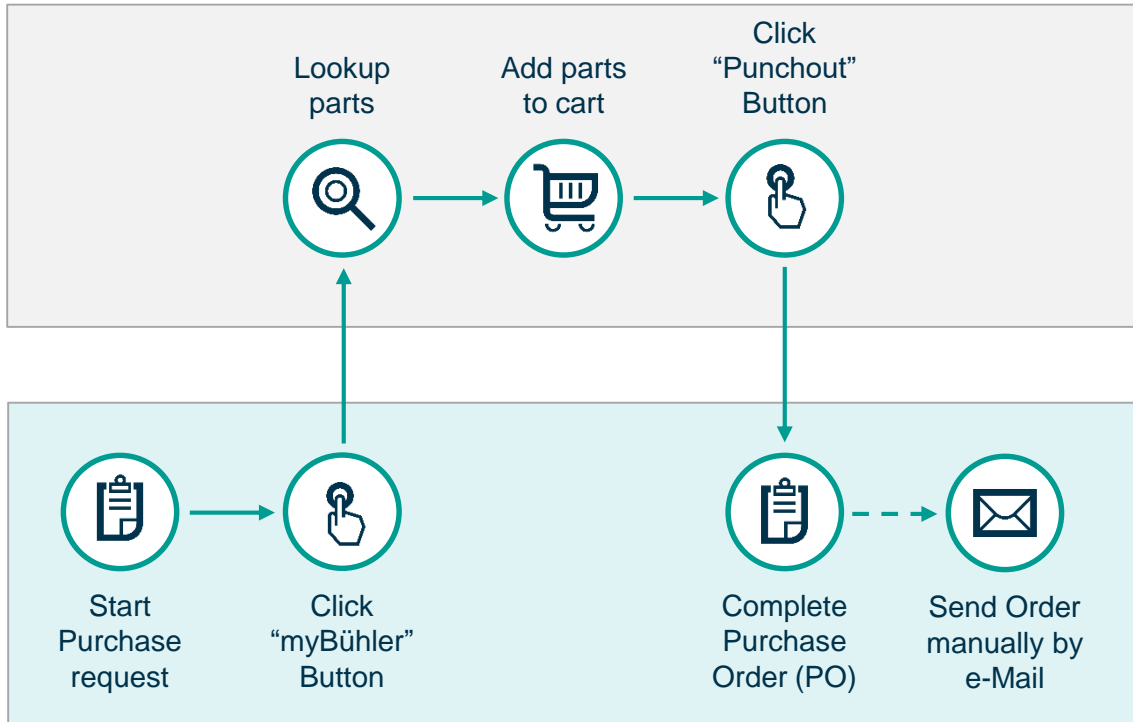
### Facts

- Setup of the interface will cause effort on both sides and therefore needs to be checked before realization.
- myBühler offers two standard technologies for the interface: OCI - Open Catalog Interface and cXML. Further technologies have to be analyzed on customer request.
- Further details and customer specific requirements have to be checked before realization.



# Integration Level 2

## Catalog Integration



### Your Purchasing System

### Integration Level 2

At this integration level, you start in your purchasing system where you will find a button which takes you directly to myBühler.

In myBühler, you add the required parts to the shopping cart and then press the "Punchout" button. This will transfer all relevant data back to your purchasing system (via cXML or OCI standard interface).

You can complete your purchase order including accounting, release process,...

Finally your system will send the order from your purchasing system by email to Bühler.

**Level 3:**

Full process integration

# Level 3: Full process integration. Benefits & Facts

## Benefits

- In addition to level 2, the processes of customer and Bühler will be fully technically integrated.
- Therefore purchase orders, order confirmations, invoices can be transferred electronically

## Facts

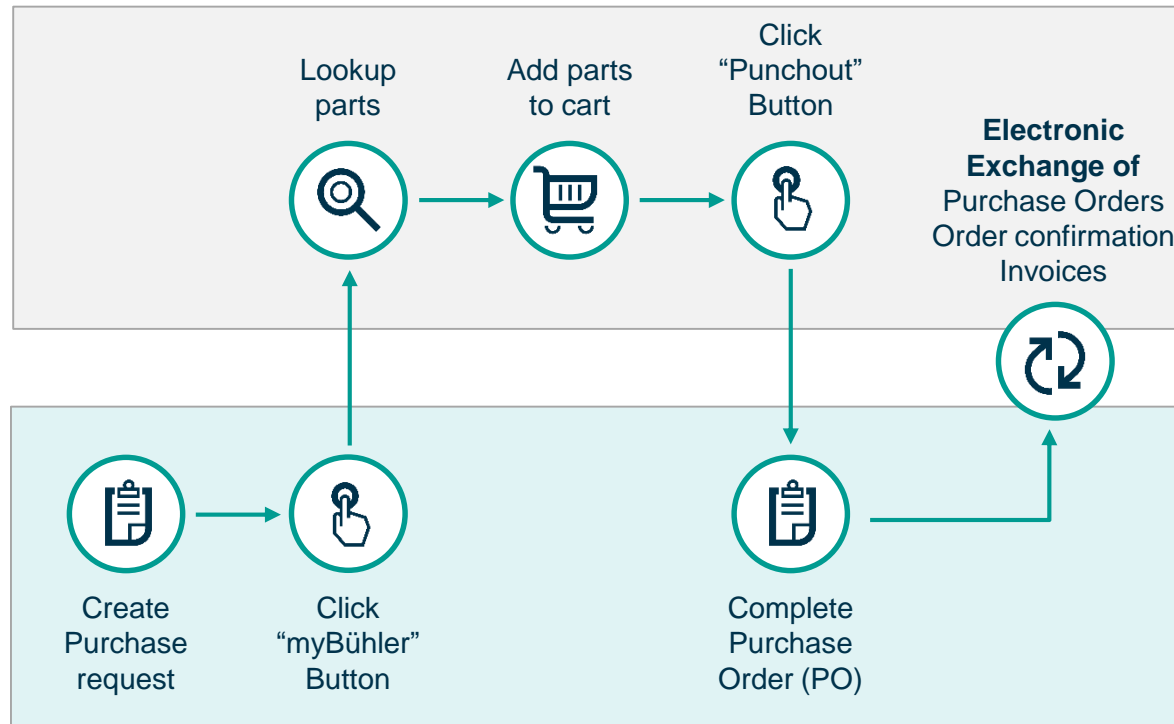
- Details of the integration need to be agreed.
- Level 3 integrations are cost and resource intense, depending on the depth of integration.
- All changes in the process need to be agreed on both sides.





# Integration Level 3

## Full process integration



Your Purchasing System

### Integration Level 3

In addition to Level 2, we will have electronic interfaces that allow the electronic exchange of purchase orders, order confirmations, invoices,...



## Further information

Innovations for a better world.



**Find out more & try it out.**



[Login to Demo System](#)

[myBühler Movie](#)

# Engineering Digital Customer Success

# Backup Slides



Integration into your  
IT ecosystem

# Additional information

## Available technologies

myBühler supports two technical standards:

- OCI (Open Catalog Interface)
- cXML

## Setup

We will setup one myBühler shop for each location.

The system user can either get access to multiple shops by changing the location or we can setup one user per location/region/country.

Please see illustration to the right.

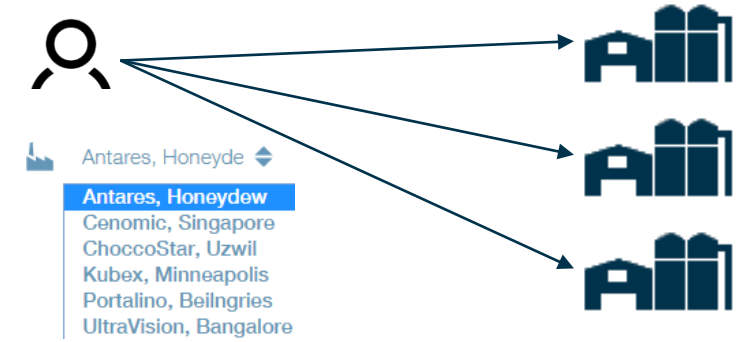
## Test system

myBühler test system is available for testing of the integration.

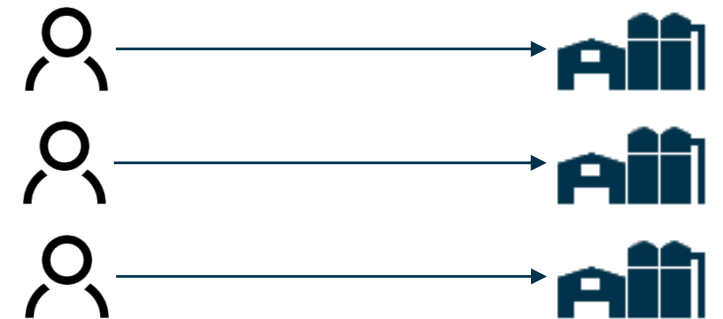
## Punchout vs. offline catalogs

We do not support offline catalogs integrated in purchasing platforms due to the fact that myBühler offers more benefits and information to our customers as just a catalog of parts.

## Setup with one user for all locations



## Setup with one user per location



# OCI parameter overview

The parameters listed on the right are the standard parameters that are transferred back from myBühler.

**Parameters can be adjusted on customer request.**

## Examples:

- **NEW\_ITEM-VENDOR**  
Value can be set to a specific value or vendor ID.
- **NEW\_ITEM-UNIT**  
Value can be set for example to EA instead of PCE.

Key	Value
NEW_ITEM-DESCRIPTION[1]	coupling
NEW_ITEM-MATNR[1]	
NEW_ITEM-MATGROUP[1]	
NEW_ITEM-QUANTITY[1]	1.0
NEW_ITEM-UNIT[1]	PCE
NEW_ITEM-PRICE[1]	4.85
NEW_ITEM-PRICEUNIT[1]	1
NEW_ITEM-CURRENCY[1]	EUR
NEW_ITEM-LEADTIME[1]	
NEW_ITEM-VENDOR[1]	BUEHLER AG
NEW_ITEM-VENDORMAT[1]	BCFA-50005-010
NEW_ITEM-MANUFACTCODE[1]	
NEW_ITEM-MANUFACTMAT[1]	
NEW_ITEM-CONTRACT[1]	
NEW_ITEM-CONTRACT_ITEM[1]	
NEW_ITEM-SERVICE[1]	
NEW_ITEM-EXT_QUOTE_ID[1]	
NEW_ITEM-EXT_QUOTE_ITEM[1]	
NEW_ITEM-EXT_PRODUCT_ID[1]	
NEW_ITEM-LONGTEXT_1:132[]	
NEW_ITEM-ATTACHMENT[1]	
NEW_ITEM-ATTACHMENT_TITLE[1]	
NEW_ITEM-ATTACHMENT_PURPOSE[1]	
NEW_ITEM-EXT_CATEGORY_ID[1]	
NEW_ITEM-EXT_CATEGORY[1]	
~Target	_top
~Caller	CTLG
~OkCode	ADDI