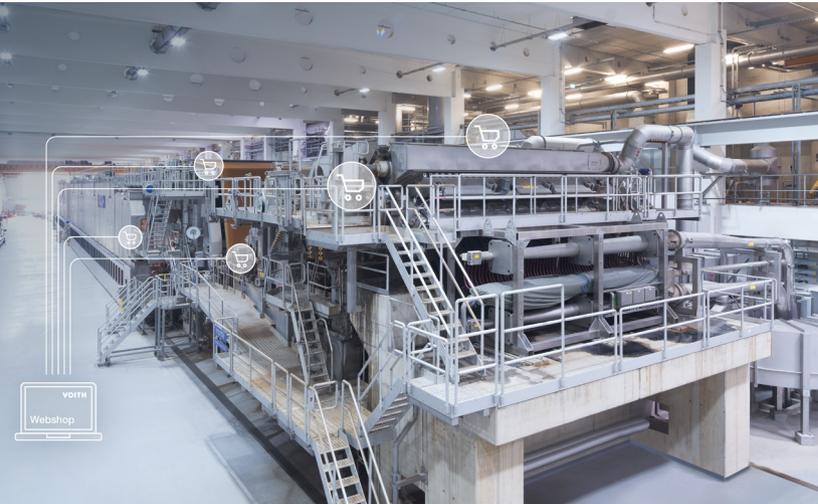


Voith Paper Webshop

Case Study: Webshop helps paper company with a large U.S. footprint save time and money



Summary

A company operating a paper mill in the Midwestern U.S. is a stock preparation customer of Voith. The mill was looking for an opportunity to cut costs and approached Voith to submit proposals to do so.

Solution

Voith suggested that the mill utilize Voith Paper Webshop, which delivers time-saving and inventory control efficiencies while also providing a discount on orders made through the system.

Details

Through Voith Paper Webshop, customers can find and order spare parts for their installations via user-friendly search and navigation functions. Registered users can see customized, machine-specific information concerning current and past orders at a glance. This convenience saves time for the inventory manager and also reduces order lead time.

Results

After using Voith Paper Webshop for six months, the mill operators noted the value of the following features:

- Reduced time spent on managing orders and inventory
- Ability to access information on all spare parts, original and new, within the Voith Paper Webshop system
- Instant access to all spare part prices and lead times
- Functionality to track orders
- Ability to access quote and order history
- User-friendliness as compared to other industry options

Voith Paper Webshop is a user-friendly platform to quickly and easily order spare parts and other components.



About Voith Paper Webshop

Voith Paper Webshop allows papermakers to track and order mill components quickly and easily. This user-friendly online platform is more than just an easy way to purchase replacement parts for your mill, it also saves time and money for the mill operator.

Voith Paper Webshop features include:

- Around-the-clock availability through our online portal
- Customized catalog based on your machine
- Simplified component reordering option
- Optimized time-saving ordering process
- Full spare parts catalog with extensive search functions
- Cart transfer function that allows personnel outside of purchasing to send desired parts to be ordered
- Product configurator system
- Complete quote and order history, plus order tracking
- Upload option for all your original/current inventory, Voith OEM or otherwise
- Secure data exchange

Why partner with Voith?

Voith is known as an innovator on all levels of the paper industry. With Voith Paper Webshop, its focus continues on delivering an excellent customer experience that supports Voith’s full-line offerings for paper mills. This end-to-end delivery of products, service and digital components is what differentiates Voith from other industry players.

As an industry leader, Voith’s commitment to quality means providing its customers with leading-edge products that help them bring their costs down, and that is the ultimate goal of Webshop.

“The savings go beyond budget issues with Voith Paper Webshop. Orders can be placed more efficiently, allowing those orders to be processed quicker. It also allows the mill to track orders, check spare parts lists and put together a customized catalog to make ordering easier.”

— Chris Baker,
Data Manager, Voith Paper

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