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# Vollmer's VPortal goes live for customers

**Biberach an der Riss, 25 January 2023 – Through its new customer portal, VPortal, Biberach-based sharpening specialists VOLLMER are providing exclusive access to digital services, including the spare parts shop, machine overviews and technical documentation. What's more, VPortal gives customers the chance to send the support team any questions they may have about machines or services from VOLLMER. Anyone who owns a VOLLMER sharpening machine can register for and use the customer portal free of charge. Customers can request their unique log-in via e-mail or telephone.**

(You can also find the press release with relevant images at:
https://www.vollmer-group.com/en-uk/company/press/press-releases.html)

"Our customer portal, VPortal, is the digital and personalised window that we provide to our customers and which we use to expand our services," explains Jürgen Hauger, CEO of the VOLLMER Group. "It forms the perfect link between the real and digital world, enabling our customers to keep a constant overview of their VOLLMER machines."

**It's free to use VPortal**

The VPortal grants customers 24/7 access to their digital machine pool purchased from VOLLMER, the Swabian sharpening specialists. Users can find the link to the customer portal on the VOLLMER website (www.vollmer-group.com/en). The digital service is available in English and German and is free to use. At present, customers from Germany can register via e-mail or telephone. Once logged in to the online portal, the user can see a complete overview of the VOLLMER sharpening machines available.

**Accelerating spare part searches with 3D navigation**

From the start page, the customer portal shows a clear overview of all digital services spread across five tiles: My machines, Spare parts, Orders, Support requests and Contact. Users can click on these tiles to navigate the portal and view or download the data that's most relevant to their VOLLMER machines, as well as documents about technology or operation. When it comes to maintenance and servicing, VPortal

enables users to submit an individual support request or to access VOLLMER's online spare parts shop. In addition to full-text searching, the platform offers an innovative 3D navigation system that guides the user directly through a three-dimensional sketch of the machine, making it easier to search for spare parts and identify original components. Orders and procurement processes are initiated instantly, allowing for rapid processing and delivery.

(Approx. 2700 characters)

**Press picture**

**Picture caption:** Screenshot of VPortal: The web-based VPortal offers VOLLMER customers tailored access to their own pool of machines, to the spare parts shop and to active orders. Digital support requests can be sent to VOLLMER Service at the click of a mouse.

**About the VOLLMER Group**
With its comprehensive range of machinery, the VOLLMER Group – which has sites in Germany, Austria, Great Britain, France, Italy, Poland, Spain, Sweden, the USA, Brazil, Japan, China, South Korea, India, Russia and Thailand/Taiwan – enjoys global success as a tool machining specialist in the areas of both production and service. The range of products offered by this leader in technology includes the most advanced grinding, eroding, laser and machining tools for rotary tools and circular saws in the woodworking and metalworking industries, as well as for metal-cutting band saws. In offering this, VOLLMER relies heavily on tradition and the company's strengths: Local branches, quick decisions and rapid action by a family-run company. The VOLLMER Group currently employs approximately 800 workers worldwide – around 580 of these, including more than 75 trainees, are based at the headquarters in Biberach. The company invests around eight to ten per cent of its turnover in the research and development of new technologies and products. As a provider of technology and services, the VOLLMER Group is a reliable partner to its customers.

Further information and relevant images are available at:
https://www.vollmer-group.com/en-uk/company/press/press-releases/

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