

Press release
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Overview of commercial machines at a glance with new Miele MOVE portal – on PCs and mobile devices

- ▶ New portal launches first with washing machines and dryers
- ▶ Time and cost savings and simple contact to Miele

Gütersloh, June 7, 2021. – Which washing machines are running? When will they be finished? How high is consumption? Answers to questions such as these are provided live by the new Miele MOVE portal. In June 2021, the new platform will be launched for PCs and mobile devices in Germany – as a digital solution which simplifies a multitude of processes. Initially, Miele MOVE will be available for the new Benchmark Machines, Miele's latest generation of laundry machines.

With Miele MOVE, users are in a position to collect and archive process data and to document processes. This also offers the opportunity to optimise processes and identify potential savings. Relevant messages, permission permitting, are relayed via the portal to a PC or mobile device, informing the user that a washing machine or dryer can be unloaded. This saves legwork and unnecessary visits to distant rooms. Also practical: A link to the Miele Professional shop facilitates the reordering of consumables.

Furthermore, the new portal is an easy-to-use service instrument for everyday use. Users decide whether operating data is displayed for a period of one day, one week or a user-defined interval. This reveals untapped potential, and it furnishes proof of whether disinfection programmes were properly completed. Data can be exported and saved for the purpose of evaluation and archiving.

As all information is accessible from one single location, problems are simpler to solve. Error messages can be forwarded to Service without the need to pick up the phone. Thanks to the data transmitted, the cause is immediately visible to staff, facilitating a fast and targeted remedy – either in the form of a service visit by a trained technician or self-help instructions over the phone.

The use of the basic version of Miele MOVE is available free of charge. A monthly fee is only charged from the fourth machine connected onwards. Further information:

www.miele.de/mielemove.

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Company profile: Miele is the world's leading manufacturer of premium domestic appliances including cooking, baking and steam-cooking appliances, refrigeration products, coffee makers, dishwashers and laundry and floor care products. Their product portfolio also includes dishwashers, air purifiers, washing machines and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications (Miele Professional). Founded in 1899, the company has eight production plants in Germany, one each in Austria, the Czech Republic, China, Romania and Poland as well as two production plants belonging to its Italian medical technology subsidiary Steelco. Sales in the 2020 business year amounted to around € 4.5 bn (thereof 29.5% in Germany). Miele is represented with its own sales subsidiaries and via importers in almost 100 countries/regions. Throughout the world, the family-run enterprise, now in its fourth generation, employs a workforce of around 20,900, of which approx. 11,050 employees work in Germany. The company has its headquarters in Gütersloh in Westphalia.

There are three photographs with this text

Photo 1: A digital solution which simplifies many processes: The new Miele MOVE portal. On request, this platform sends relevant messages to mobile devices or a PC – for instance when washing machines and dryers are ready for unloading. (Photo: Miele)



Photo 2: A digital solution which simplifies many processes: The new Miele MOVE portal. On request, this platform sends relevant messages to mobile devices or a PC – for instance when washing machines and dryers are ready for unloading. (Photo: Miele)



Photo 3: A digital solution which simplifies many processes: The new Miele MOVE portal. On request, this platform sends relevant messages to mobile devices or a PC – for instance when washing machines and dryers are ready for unloading. (Photo: Miele)

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