

Press release
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Overview on the fly: Miele MOVE portal monitors commercial machines

- ▶ Time and cost savings and simple contact to Miele
- ▶ Supply management made easy

Gütersloh/Nuremberg, April 25, 2023. – Which washing machines are running? When is that dishwasher finished? How high is consumption? Answers to questions such as these are provided live by the Miele MOVE portal. The platform for PCs and mobile devices simplifies a multitude of processes and provides a secure documentation solution. It is now available for all Miele laundry machines from the Little Giants and New Benchmark generations as well as SlimLine dryers and fresh water dishwashers from the new MasterLine series. These offer load capacities of 6 to 20 kg (washing machines) or 44 kg (dryers).

Where necessary, relevant messages are sent direct to a smartphone or tablet, for instance informing users when a washing machine, dryer or dishwasher can be unloaded. This saves a lot of legwork on the part of staff. The direct link to the Miele Professional online shop is helpful in terms of supply management, simplifying the re-ordering of consumables such as detergents. This ensures that replenishments arrive before stocks run out.

Miele MOVE also allows the monitoring of the key process data which is essential in producing hygienically clean laundry and sparkling crockery, for example temperatures and times. Programme data is also quickly exported and saved. This, for instance, allows proof to be furnished that disinfection programmes were successfully completed. In addition, further economies can be pinpointed by archiving and evaluating operating data.

Yet another practical feature: Error messages are sent direct by the client, consent permitting, to a designated contact in Miele Service or to a certified Miele service agent, without having 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 with the necessary parts on board or self-help instructions over the phone.

The basic version of Miele MOVE is free-of-charge for up to three users. A monthly charge is only levied from the fourth user onwards or when the download function is activated.

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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, washing machines and tumble dryers for commercial use as well as washer-disinfectors and sterilisers for use in medical and laboratory applications. 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 2022 business year amounted to around € 5.43 bn. 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 23,300, of which approx. 11,900 employees work in Germany. The company has its headquarters in Gütersloh in Westphalia.

There are four photos 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 or other machines are ready for unloading. (Photo: Miele)



Photo 2: Simplifies supply management and does away with a lot of legwork: the Miele MOVE portal for mobile devices. (Photo: Miele)



Photo 3: Also available for Little Giants: The MieleMOVE portal. This platform notifies users via their smartphone or tablet when a washing machine or dryer has finished. (Photo: Miele)



Photo 4: Fresh water dishwashers from the new MasterLine series can also be connected to the Miele MOVE portal. Once connected, a tablet or smartphone can be used to check whether a machine is ready for unloading. (Photo: Miele)

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