



## Customer Story: **Dossche Mills**

**Fostering valuable  
partnerships.**

**A family business founded in 1875, Dossche mills employs over 430 people spread over several production sites in Belgium and Netherlands. The business has been passed on from generation to generation along with genuine workmanship and passion for the bakery industry, maintaining the use of highest quality grains and other high-grade natural ingredients. As a principle supplier to Dossche mills, Bühler has installed a complete mill, for which all parts are ordered through the myBühler portal.**

Dossche Mills is one of the largest mills in Europe and among the leading manufacturers and suppliers of raw materials for bakeries, grinding 3200 tons of grains every day, sold across 40 countries. The market demand and large volumes places immense pressure on the production system to keep up and running, while maintaining efficiency and quality of the output. To ensure minimized downtime, preplanned maintenance and spare part ordering are vital cogs in the wheel. Time must not be wasted. "In the past, all my requests for quotations and my orders had to be handled by the customer service department. I had to send my request, wait for the quotation, then place the order and after that I had to wait again for the customer service department to respond with the order confirmation" explains Bart, who has been at Dossche mills for



over a decade. "Now I have all these steps under control and I know exactly what was ordered when." He sounds relieved.

I especially like the to-the-point mentality at Bühler. If I can find all necessary info on an online platform like myBühler, it saves me a lot of time.

**– Bart Boon**

Maintenance manager at Dossche Mills.

## A true partnership through trial and testing

As one of the first customers on myBühler, Dossche mills has partnered with Bühler through improvisations and development of the myBühler portal. "At the beginning I only used mybühler to look up and order parts. Afterwards, the machine list was added, allowing me to access all manuals and catalogues in a single click, without having to keep them on our server. They can be reopened and consulted anytime, anywhere." Hitting the nail on the head, Bart highlights the convenience of a customized online portal, while also clarifying "Only for parts for which I do not have sufficient information, I contact the customer service department where a quotation engineer with the necessary technical knowledge will deal with my question"



## Handy overview and speedy solution

"The biggest advantage definitely lies in the saving of time. I do not have to wait for an answer from customer service. I use the search engine of myBühler, check my part with the 360° photos on the portal and I immediately place the order" Bart emphasizes. An overview of all quotations and orders with color code, status of each order including tracking IDs, and easy retrieval of documents or invoices are features that he enjoys. He summarizes in one sentence. An improvement of day-to-day life for the manager.

It gives me a handy overview of my machinery, I can quickly find all important documents per machine and it speeds up the ordering process considerably.

## The pursuit of innovation

"Every user should look into the different features and judge what could be helpful to him, but for me the web shop function, the overview of all machines with their related documents are definitely good reasons to start using myBühler" recommends Bart. Dossche mills reveals confidence in Bühler's experience and close partnership with

customers, while providing critical feedback on how to continuously improve the system. Bart envisions a future similar to that of a smart watch that can provide information and feedback to improve plant performance and reduce breakdowns. Something for myBühler to work towards, constantly innovating and raising the bar.

## About myBühler

The myBühler customer portal is a key part in our digital strategy and offers every customer a unique and personalized online experience. With 120+ countries, 6,000+ customers online and 8 languages, myBühler presents an overview of our Bühler equipment, including documents such as user manuals and spare catalogs. This makes it easy to find the parts they are looking for.

**The world of myBühler is waiting for you!**

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 **Video**

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