

Fiber Systems e-business – Spare parts shop and second-hand machines

e-business is the generic term for the generation and processing of business transactions by electronic means, – business we have been doing for a long time, but by using faxes, e-mails, etc. The difference lies simply in the method of communication used. Common to all modern e-business applications is the use of modern internet technologies, ensuring fast and reliable connections around the world. This communication medium opens up new possibilities for customer services.

Voith Paper has taken up this challenge. Bearing in mind the large number of machines involved, our Fiber Systems Division has optimised its spare parts logistics so that today more than 25,000 items are stocked for immediate delivery from Ravensburg, Germany and Appleton, USA. In addition, Regional Stockage Centers serve local customers with stocks adjusted to their specific needs.

This concept covers not just the present product range of Voith Paper Fiber Systems but also the former stock preparation products of Voith, Voith Sulzer, Sulzer Papertec, Sulzer-Escher Wyss, Bird, Bird Escher Wyss and Morden. Paper mills can thus optimise their spare parts stocks to suit their individual needs and keep redundant machines to a minimum. From now on this will be even easier, thanks to Voith Paper's internet stock inquiry system.

Spare parts availability – a fine line between immediate delivery and costs of stocking

Spare parts availability represents a significant cost factor in the paper industry. On the one hand, immediate availability on site helps reduce downtime, but on the other hand it involves ongoing financial outlay – a balancing act which demands close teamwork between paper mill and machine supplier.



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The screenshot shows the Voith Paper website interface. At the top, there is a navigation bar with tabs for 'Group Division', 'Fiber & Paper', 'Current', and 'e-Business'. The 'e-Business' tab is active, showing sub-links for 'Solutions', 'Spare Parts Shop', and 'Second-hand machines'. Below the navigation bar, there is a main content area with a 'Home' link and a 'Deutsch' language selector. A 'Welcome To Voith Paper' message is displayed, stating: 'Voith Paper is the process supplier for the worldwide paper industry. We develop technological solutions that cover the entire paper production process – from fiber to wrapped paper.' There is also a 'more' link and a search bar at the bottom of the page.

Fig. 1: Voith Paper homepage.

Fig. 2: Extract from the Fiber Systems Spare Parts Shop on the internet.

2

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Fiber Systems – Spare Parts Shop

Logout Contact Help Identify Data Deutsch

Material number: 4561443 Search Add List

Spare part information: Set of Refiner Segments (6-Parts)
660 x 27
stainless-steel casting, alloyed

Stock location: Ravensburg Stock inquiry Send

Lfd. No.	Material number	Spare part information	Quantity of materials	Stock availability	Offer Order
1	4561443	Set of Refiner Segments (6-Parts) 660 x 27 stainless-steel casting, alloyed	8 pieces	yes	offer

The Spare Parts Shop is located on the Voith Paper homepage www.voithpaper.com under “e-business”.

Via the new online Spare Parts Shop with shopping basket facility, customers can now check parts availability at Voith Paper Fiber Systems in real time round the clock.

Voith Paper Fiber Systems also offers customised stockholding concepts tailored to individual needs. We support you here with special IT tools, such as for managing consigned stocks.

When you need a second-hand machine – then best of all one generally overhauled by Voith Paper

Voith Paper machines are well-known for their long service life and high performance. However, stock preparation system modifications often free-up individual machines for re-use. Such machines can be bought back by the Fiber Systems Division and in most cases are generally overhauled and upgraded to the latest state of technology.

A newly-created marketplace for second-hand machines is now available, also at www.voithpaper.com under “e-business”. Here you can call up the second-hand machine database of the Fiber Systems Division.

Simplified inquiry procedure:

- Enter **material number**.
- Start search, the spare part description is then displayed.
- **Add** to list.
- Enter **quantity** required.
This procedure can be repeated as many times as necessary.
When all required parts have been found and added to the list:
- Select the required **stock location** where availability should be checked.
- **Send inquiry**.
- Whether parts and **required quantities** are available at the desired location is then indicated.

Material number

Stock location: Ravensburg

Stock inquiry

Quantity of materials	Stock availability
1 pieces	yes

A quotation can now be requested for the parts listed. In the Remarks Field you can also give the responsible person at Voith Paper Fiber Systems further information, such as your required delivery date.

After sending your inquiry you receive an immediate e-mail confirmation of receipt, indicating which parts you have inquired about. A quotation will then be sent to you in the normal way.

Fig. 3: Extract from the display for second-hand machines in the process stage of screening.


Procedure here in simplified form for screening:

Screening

- Processes
- Deflaker
- Dewatering
- Disperger/Disintegrator
- Flotation
- Grinder
- Pulping
- Pumps
- Refiner
- Screening**
- Screening - C-bar™
- Washing

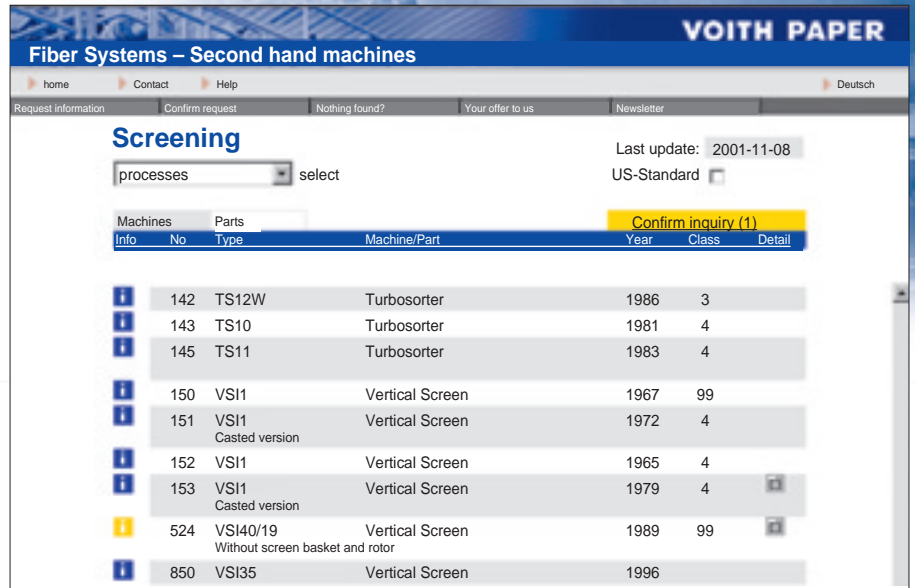
Process stage selection. All **screening** machines or components are displayed.

i If you are interested in a machine or component, simply click on “i”. The item is then placed in an inquiry basket. Any number of items can be placed in it.

 For further details, in some cases with illustrations, click on the camera icon.

Confirm inquiry (1)

Click “**Confirm inquiry**” to transfer your chosen items to the person responsible at Voith Paper Fiber Systems who will send you the requested information by return e-mail. Before confirming, you can add any remarks or requests in the Remarks Field.



Fiber Systems – Second hand machines					
Machines		Parts	Confirm inquiry (1)		
Info	No.	Type	Machine/Part	Year	Class
	142	TS12W	Turbosorter	1986	3
	143	TS10	Turbosorter	1981	4
	145	TS11	Turbosorter	1983	4
	150	VSI1	Vertical Screen	1967	99
	151	VSI1 Casted version	Vertical Screen	1972	4
	152	VSI1	Vertical Screen	1965	4
	153	VSI1 Casted version	Vertical Screen	1979	4
	524	VSI40/19 Without screen basket and rotor	Vertical Screen	1989	99
	850	VSI35	Vertical Screen	1996	

Condition of machines and components

Voith Paper Fiber Systems classifies the condition of the second-hand machines and components according to the following categories:

- Class 1: As new, unused
- Class 2: Generally overhauled, as new
- Class 3: Overhauled and fully functional
- Class 4: In need of repair, but fully functional afterwards
- Class 5: Old, – substantial repair work required.

In what condition you buy the second-hand machines and/or components is open to negotiation. Machines in need of repair (Class 4 or 5) can be reconditioned to Class 2 or Class 3 in the Fiber Systems Repair Center.

Additional services

If you cannot find what you need in our online shop, or you want to sell an item of our stock preparation, just e-mail the person indicated at Voith Paper Fiber Systems. Please include full details of the component and/or machine.

Future prospects

e-business is a subject much talked about. However, we will soon be using it as readily as we now use phone, fax and e-mail communications.

Visit our internet website www.voithpaper.com to get the benefits!