Service at the touch of a button

New online platform from Winkhaus

Always ready for the customer's concerns: Winkhaus partners can now use many additional services. A new online platform will be launched in March 2022 that will provide valuable services.
The new portal is the central online information system of the Winkhaus world. It provides customers and partners with up-to-date information around the clock and allows highly efficient interactive work. The services offered are intelligently networked with each other and offer a real reduction in the workload in day-to-day business. Users can continue to use the data from the Winkhaus portal for their own purposes and thus also achieve additional added value. It is not necessary to install programs for use, as all functions can be accessed online via the web browser.

The Winkhaus product catalogue now online

The new platform offers an intuitive online product catalogue and more. It has a shop function similar to that of classic online shops. It also offers many other functions that make everyday work easier. These include technical drawings, 3D models of Winkhaus products and detailed data sheets for each item. Intelligently positioned download functions make it easier to handle and work with the extensive volume of information. Users also have the option of obtaining all product data as BMEcat files and thus filling their own online shop with data and product images directly from Winkhaus.

Simple configuration of individual security door locking systems from Winkhaus

Configuring individual security door locking systems is usually a big job. The possibilities have grown enormously, especially with the rise in additional solutions for door locking systems. Winkhaus has recognised this challenge and offers its customers and partners a configurator that unerringly guides them to the correct combination of frame and accessory parts for Winkhaus security door locking systems with little information. Users are also able to plan entire projects and save several alternatives in a single project. The user can then request an overview drawing or simply and conveniently order the necessary Winkhaus articles directly after completing the configuration. Of course, the portal also has an export function for this service in common file formats, which makes it easier to process the information further.

Reliable inventory overview

Winkhaus also wants to support its customers and partners in their day-to-day work with the "Customer Managed Inventory" (CMI) function. Behind it is an interactive inventory planning that works with the help of download and upload functions. Here, users have the option of setting up user-friendly target and reorder levels for Winkhaus articles and having order suggestions compiled using added consumption data, which can then be ordered directly via the shop function.

Order and invoice tracking

The Winkhaus portal also offers modern order and invoice tracking. Here, users can find all the details and information on their orders and invoices and download them in various formats. An easy-to-understand search function quickly finds relevant information. After completing an order, customers immediately receive an order confirmation number and can use the tracking service. The Winkhaus portal also provides data export down to item level for further processing. Winkhaus wants to actively support its customers' logistics and finance planning. Networking allows you to go directly to the detailed view of the Winkhaus items ordered in the product catalogue or to track the delivery with the parcel service.

Creating and managing Winkhaus item lists

With the "Listing" function, Winkhaus offers its customers and partners the option of creating individual item lists. These lists are interactively linked to the Winkhaus system and can be used to obtain continuously updated information on fittings sets in use or other items from the entire Winkhaus range. Items in the list can be examined in the detailed view and given their own material number. A real relief for everyday work is the possibility of recurring orders, which can be easily added to the shopping cart via the listing. Users can also initiate a BMEcat export for each listing in order to supplement their own online shop with current Winkhaus data.

Marketing support

With the "Media download" service, Winkhaus provides its customers and partners with materials for successful marketing activities. These include product, architecture and lifestyle photos, brochures and flyers for end customers as well as adverts, sample press releases and much more.