

TROX[®] TECHNIK

The art of handling air

26 February 2019



Just a click away: myTROX, the new TROX customer portal

Today's customers expect companies to be available 24 hours a day, 7 days a week. To meet such expectations, TROX has just implemented a new customer portal called myTROX. Customers can use myTROX to access all TROX digital services such as **design, ordering, project and object management** and **further education and training** plus related services, and all this with a single customer interface.

The new platform is constantly expanded and most easy to navigate. It will first be presented from 11 to 15 March at ISH 2019, at the TROX Booth F69 in Hall 8.

The **Design** section includes all the **design data and configuration tools** and allows, among other functions, for the first time an online design process for TROX components based on the TROX Easy Product Finder. Another new tool is the X-CUBE Configurator for the new X-CUBE X2 air handling units.

Available tools also include the X-FANS configurator for building fans and an option to download BIM data and the Easy Product Finder design programme.

The **Order** section is currently being completed. It takes no more than a click for customers to access their personal area of the customer portal. After entering their individual password, they can see their orders, order history and delivery dates as well as book seminars or training courses with the TROX ACADEMY. A new feature, which will be shown at ISH, is **ordering TROX components online**. Customers will be able to select, configure and order each available product online. As part of this multi-channel commerce strategy more and more TROX product types will become available for online ordering.

The **Manage** section provides remote access to projects and objects. It is possible to integrate several TROX systems such as LABCONTROL, X-CUBE control, X-AIRCONTROL and TROXNETCOM. The building information model then allows customers via remote access to see, analyse and consequently optimise all functions and energy consumption values for each individual room. This means that customers who have TROX systems will be able to log on to the password-protected **Manage** section and be able to see the most relevant data for their systems, monitor energy consumption, see operating values or organise maintenance.

Press Release

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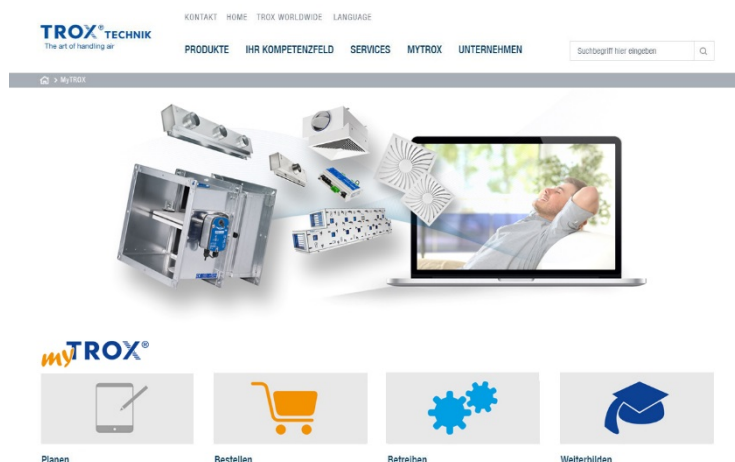
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The new remote access function allows customers to monitor TROX ventilation and air conditioning systems, see consumption values and manage maintenance actions.

The fourth section of the new myTROX is **Further education and training**. This is where TROX seminars and webinars can be booked or e-learning sessions downloaded.

Says Udo Jung, Managing Director of TROX GmbH: "TROX makes use of digital technology to help people increase their well-being, to make their daily life in this complex world easier, and to protect the environment with energy-efficient systems. The new myTROX portal is a clear demonstration of how to shape communication with customers in this digital age. But let me assure you that, for us, people always come first."



The new customer portal allows customers to design projects, order components, manage projects and objects, and book training courses. With just a click.

Press Release



TROX is a global leader in the development, manufacture and sale of components, units and systems for the ventilation and air conditioning of rooms. With 27 subsidiary companies in 25 countries on 5 continents, 14 production facilities, and importers and representatives, TROX is present in over 70 countries. The TROX GROUP currently has nearly 4,000 employees and generates revenues of roughly 500 million euros.

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