Online Shop speeds up ordering process

Ondeo Industrial Solutions boosts efficiency by purchasing online



Ondeo Industrial Solutions, part of Degrémont Industry, is a leading provider of sustainable water and utility solutions for industrial customers in the UK and Ireland. As well as operations and maintenance, the company offers services such as audits and feasibility studies, remediation and improvement works, tailored equipment supply and installation, temporary water supply and laboratory services. Headquartered in Grangemouth, the company has a base at Heineken's brewery in Tadcaster.

"Endress+Hauser's Online Shop is a really easy way to keep track of our orders."

Dave Burrows Lead Maintenance Technician Ondeo Industrial Solutions



Dave Burrows.

The challenge Ondeo Industrial Solutions has been a valued customer of Endress+Hauser for many years, having purchased and received training on numerous devices for flow, pressure and analytical measurement. Yet the water management company was always looking for ways of receiving orders more quickly. "We handle trade wastewater from the brewing process," explains Lead Maintenance Technician Dave Burrows. "The water needs to be treated as quickly and efficiently as possible before being returned to the river in order to comply with environmental legislation. We maintain a stock of critical spares – things like pH probes and level sensors – and we need to know exactly when new orders are going to arrive."

The solution Endress+Hauser's Online Shop was established in 2010 to help customers reduce the time spent sourcing and purchasing products. As well as buying instruments and consumables, customers can also download technical information, operating instructions and certificates; easily identify spare

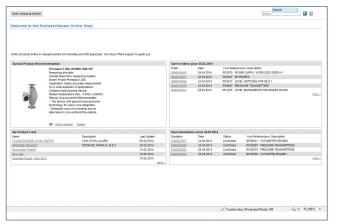


parts and compare products; and check product availability. Ondeo began using the Online Shop in 2011, primarily for ease of ordering. Initially using the site to purchase spares and consumables, now they feel confident enough to buy virtually any Endress+Hauser product online. "I'm no computer expert but once I got used to the site I could navigate round it quite easily," says Dave Burrows. "I've bought all sorts online, including devices to measure gas flow, water flow, pH, dissolved oxygen ... almost anything! If I ever get stuck there's always someone at the end of the phone."

The benefits Transparency has proved to be the main benefit of the Online Shop for Ondeo, as Dave Burrows explains: "It's useful to be able to see the availability of the instruments so we know when our orders are going to arrive. I can even leave a message for Endress+Hauser staff - requesting a quicker turnaround or asking a technical question - and I always get a fast response. It's really easy to keep track of our orders."







The Online Shop speeds up the ordering process.



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Endress+Hauser Ltd Floats Road Manchester M23 9NF Tel: 0161 286 5000 Fax: 0161 998 1841 info@uk.endress.com www.uk.endress.com

