



Value proposition for OEMs

A checklist of Endress+Hauser's qualifications to support Original Equipment Manufacturers

Your customers are

Global company with local manufacturing support



Local manufacturing is done at our 230,000 sq. ft. facility in Greenwood, IN and at our facility in Anaheim CA. With between 85% and a 95% of all products sold to the North American market manufactured in the USA we are in a position to respond quickly to the special needs of our customers.

See a plant tour at:
www.us.endress.com/promass



Integration support and coordination

From sensor to integration, Endress+Hauser can provide the support and coordination necessary for a successful project. We offer comprehensive engineering services for the integration of field instruments into all relevant control and asset management systems. Part of this "scope of supply" involves the support to ensure standardization, compliance and coordination by working closely with 3rd party suppliers such as skid builders, OEM's and distributors. During 2007 we established a CoC (Center of Competence) for the Food & Beverage industry in USA. The purpose is to provide project coordination, documentation packages, SOP's and other tailored services.

Innovation



Every year about 160 patents are filed, some recent notable examples are the Memosens digital sensor technology for pH and other analytical parameters and in line Coriolis based dynamic viscosity measurement. Endress+Hauser pioneered the capacitance level, single straight Coriolis mass flow, tuning fork style point level and more recently magnetic flow meters for high solids flow. In 2009 the very first Coriolis Mass flow meter with direct Ethernet IP connectivity was launched.



Partnerships

With preferred integration between the broad spectrum of Endress+Hauser instruments: level, flow, pressure, temperature, analytical and the Rockwell Automation PlantPax™ Process Control System, you are able to reduce risk, integration costs and protect your investment with assured interoperability. Both companies believe open systems and standardized interfaces provide maximum benefits to customers. Your success drives us. Our global alliance draws from the core competencies of both companies to produce scalable engineered solutions which include measurement, automation, software and services.



Design projects



Endress+Hauser provides bus based solutions for all programmable logic and distributed control systems (PLC/DCS). As a project partner, we can provide network topology design and network engineering including FAT and SAT as specified by the client. The benefit to the customer is to provide a network solution that can unleash the power of today's instruments, whether the goal is control in the field or predictive maintenance programs.



Installed Base optimization

Your customers are buying less new equipment, but are very focused on making the equipment they have more productive and last longer with reduced maintenance. Not only will you show your customer better machine performance using Endress+Hauser instruments, you can help them improve the performance. This means happier customers and fewer surprises as you pursue additional business growth opportunities.

www.us.endress.com/IBA

Endress+Hauser

People for Process Automation

Rockwell Automation

We understand special process OEM requirements

Endress+Hauser has earned the trust of some of the largest OEM machine builders in the world by offering greater value to the customer. We have shown that we are a true partner and not just another instrument supplier. As a partner, we are dedicated to the same commitment to quality, longevity and customer support as you are to your customers.



in good hands.

References

Endress+Hauser is a supplier to all major OEM suppliers. APV, Tetra Pak, GEA, Procomac, Krones, KHS, Sidel, Ronchi, Pall and others have Endress+Hauser as preferred supplier on a global basis. Endress+Hauser is also a guideline supplier for Nestle, ConAgra Foods, Heineken, Unilever, General Mills, Cargill and Dow, to name a few.

Online collaboration

Using the Endress+Hauser Partner Portal, companies can achieve savings and accomplish significantly more in a shorter timespan through online collaboration. This means of sharing business information rapidly and effectively with supplier and customers brings more benefits to all of the companies involved and helps speed products to market.

Calibration and documentation services

Internal and regulatory requirements for calibration records require qualified personnel and test equipment. Endress+Hauser has proven capabilities to provide this service and have expanded the capabilities to provide onsite calibration services. For users who want to manage and perform their own calibrations we provide support with SOP's and calibration training. www.us.endress.com/calibration

Product categories

Beyond the standard instruments, Endress+Hauser also works closely with OEMs to help make special modifications required to suit each customer's unique needs.

www.us.endress.com/products



Special agreements

General quantity discounts are offered to all OEM customers, but even greater savings can be realized through customized buying agreements. These are tailored to meet individual requirements based on review of the given circumstances:

- Software license disc
- Service contract agreement
- eProcurement processes
- Life cycle management account
- Embedded software in the PLC
- Logistics capabilities to stock common items for quick delivery



Training

We address our customers training needs via courses and seminars on instrumentation and calibration best practices. These can be tailored to meet specific requests. USA training facilities for lecture or hands-on labs exist in Indianapolis, Memphis, Houston and San Juan, PR. www.us.endress.com/training



Safe and sustainable partner

Founded in 1953, Endress+Hauser is a privately owned, financially stable company with annual revenue of approximately \$1.5 billion and an equity capital ratio of 56.5%. Globally Endress+Hauser employs over 8,000 people. In North America employs over 500 associates, representatives and service providers.



People for
Process
Automation



Services

Calibration and proper documentation is growing in importance and Endress+Hauser is in a strong position to provide services for factory calibration as well as field calibration and verification. Endress+Hauser have the most advanced flow calibration rigs in USA for commercial use, all meeting the ISO 17025 standard and NIST traceable. Want help with start-up/commissioning? We bring the calibration rigs to the installation where we provide traceable field calibrations and verifications. Help Desk and field support is provided 24/7.



Remote Service

Instruments can be accessed and made available worldwide within the shortest possible time. Endress+Hauser makes full use of internet technology via an on-site FieldGate with built-in Web-server and data transmission unit, which provides visibility to all device parameters using FieldCare software for remote troubleshooting and configurations possible. Only a commercially available internet browser is needed for monitoring. Different transmission methods such as Ethernet, VPN, analog modem and GSM/GPRS may be used and combined as desired, depending on the available infrastructure on site, including DTM enabled controllers.



Online Services

Convenient tools for:

- Product selection
- Product sizing
- eProcurement with net pricing
- Web-enabled asset management
- Spare parts and documentation (IOMs, certifications, etc.)
- Migration planning



Optimization Business

Having the remote connectivity would also allow you to offer your customers a unique service to help them improve skid/machine performance over time - and help them save money. In the process, you generate a new revenue stream.

Much more information available online: www.us.endress.com/OEM

ISO 9001 Certified

04.10/SCUSA

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