

## Online Shop offers Interstates efficient solution to simplify processes

Endress+Hauser's digital tools save company a week in man hours

### INTERSTATES

For more than fifty years, Interstates has tackled complex challenges and developed innovative solutions. Building lasting relationships is at the core of the company's mission. Understanding customers' needs is greater than delivering results. Yet, the most impressive achievement is the team that has been built. At Interstates, everyone is treated like family because the foundation of success stems from the team. A collaborative workplace has been created based on trust, integrity and support. Interstates offers opportunities for education and career growth, one of the best safety records in the business and benefits that put families first.



Interstates was looking for an efficient way to streamline its specification and purchasing process, as manually entering and tracking orders had become inefficient and time consuming for the company and its customers. Endress+Hauser's Online Shop helped simplify the process, providing the company a return on investment of one week of man hours and two-to-three hours per device type on each order.

#### Challenge

As a large engineering, procurement and construction company, Interstates acquires complex projects that are colossal in scope. From large, demanding projects where they are working directly with a general contractor or facility owner to smaller scale projects and everything in between, meeting customers' specific needs and timeline expectations are a top priority.

Interstates was looking for an efficient way to simplify day-to-day business processes. The manual labor of entering and tracking orders presented numerous challenges as there were multiple steps in each stage of the process. The manual process involved multiple sources and personnel which created a barrier of visibility between those working on a project. The project's internal and external communication via email and phone prompted delays in response time, increased labor cost, inefficient time usage and greater chances for error.

#### Realization

Interstates representatives knew they needed an efficient solution that simplified the process, making it easier for the procurement part of their business. They also wanted a solution that could increase visibility while providing real-time data and metrics.

“Having the Online Shop platform has streamlined the quoting and purchasing process,” said Eric Oordt, Project Engineer, Interstates. “Accuracy is second-to-none right from the first pass.”

### Solution

Endress+Hauser representatives spoke with Interstates personnel about the Online Shop and the digital tools available on the platform that could be beneficial to their processes.

“When putting together proposals and prices, the Online Shop lets me flip around proposals very quickly with confidence in the price and lead time,” said Dave Van Schouwen, Designer, Interstates.

### Solution Details

The Online Shop is designed to centralize the resources needed to streamline the specification and purchasing process on a day-to-day basis. The platform gives customers access to a complete set of tools and resources for Endress+Hauser’s entire product range. This includes 24/7 access to drawings, documents, pricing, lead times, order history, quotes and more. Interstates can configure products to include the options and features that best meet their application needs.

“Being able to use the Online Shop platform has increased visibility for those working on a project and improved turn-around times for quotes,” said Van Schouwen. “We can simultaneously work on the same project and acquire real-time data and metrics. If mistakes are being made, we can quickly identify and fix them.”

### Components

Online Shop, Configurator, Applicator, Device Viewer, FieldCare

### Results

Overall, having access to the Online Shop has simplified the specification and purchasing process for Interstates, and has saved as much as 40 man hours on some projects.

“Endress+Hauser has exceptional documentation and resources for digital products,” said Oordt. “Technical information documents are organized well and contain all the information that we are looking for, and configurator is a nice and helpful tool.”



**Eric Oordt**  
Project Engineer, Interstates



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Give us your feedback:  
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