

## Online Shop speeds up ordering process

### Ondeo Industrial Solutions boosts efficiency by purchasing online



Dave Burrows.



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

**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."



Open shopping basket

Welcome to the Endress+Hauser Online Shop

Order products online or request quotes 24 hours/day and 365 days/year. Our shop offers support to guide you.

**Special Product Recommendation**

Process 1 200, 82200, 060 31"

Measuring principle  
Cordless float measuring system  
Model: Probe Promos E 200  
Application: High accurate measurement  
For a wide selection of applications  
Compact multi-purpose device  
Medium temperature max. +150°C (+200°F)  
Rugged, 300 g protected float transmitter  
The device with optional temperature technology for near 2 wire operation  
Standard case of components not an alternative to conventional floatmitters.

**Open Orders since 25.03.2014**

Order	Date	Your Reference	Description
2000021450	24.04.2014	PO2079	POWER SUPPLY & PROCESS DISPLAY
2000021452	24.04.2014	PO2077	PH PROBES
2000021458	24.04.2014	PO4517	LEVEL SWITCHES FOR SILO 1
2000021460	24.04.2014	PO4518	POWER PRESSURE TRANSMITTERS
2000021454	24.04.2014	PO1225	LEVEL INSTRUMENTS FOR BOILER HOUSE

**My Product Lists**

Name	Description	Last Update
FIELD MACHINE LEVEL SWITCH		25.03.2014
INDUSTRY PRODUCT	LOW LEVEL ALARM	25.03.2014
INDUSTRY PRODUCT	STORAGE TANKS A, B & C	25.03.2014
INDUSTRY PRODUCT		19.02.2014
INDUSTRY PRODUCT		19.02.2014
INDUSTRY PRODUCT		19.02.2014

**Open Quotations since 25.03.2014**

Quotation	Date	Status	Your Reference	Description
2000021457	24.04.2014	Confirmed	RF1241	FLOWMETER SHAPES
2000021456	24.04.2014	Confirmed	RF1247	PRESSURE TRANSMITTERS
2000021455	24.04.2014	Confirmed	RF1251A	PRESSURE TRANSMITTERS
2000021454	24.04.2014	Confirmed	RF1262	FLOWMETER ENQUIRY

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The Online Shop speeds up the ordering process.

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