

Online solution helps to forecast project costs

Chivas Brothers uses website to access information and order products



Chivas Brothers is the Scotch whisky and premium gin business of Pernod Ricard. The company produces and exports some of the world's best-known and highest-quality malt and blended whiskies. It owns 13 malt distilleries, a grain distillery, two gin distilleries and over 300 bonded warehouses containing an extensive aged inventory of more than six million casks. The company employs more than 1,600 staff across 29 sites in the UK and is headquartered in Scotland.

"We use the website to get quick and accurate costs on potential projects."

Stewart Banks
Senior Control Engineer
Chivas Brothers

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Extensive inventory



Kilmalid site, Dumbar-ton

The challenge Chivas Brothers relies on Endress+Hauser instrumentation to run its distilleries and bottling plants safely and efficiently. The company requires easy ordering of a range of devices including flowmeters, level sensors for overflow prevention, pressure transmitters and temperature probes.

Senior Control Engineer Stewart Banks, who's based at Chivas Brothers' largest site in Kilmalid, Dumbar-ton, says being able to access device information is also important: "We deal with a lot of functional safety issues, so we're looking at the safety files to get the failure rates as well as the operational manuals to set up instruments because we do all that ourselves."

The solution Through [endress.com](#), Chivas Brothers can buy products and spare parts, check orders and delivery statuses and download documentation. By logging in, Stewart can view all his previous transactions, whether he ordered online or not, and check the status of his orders, with no emails and no waiting.

"What I like about it is that we can use it to get quick and accurate costs on potential projects without having to bother anyone," says Stewart. "It speeds up the process for those small to medium-sized projects and we can then order the products directly."

Every product in Endress+Hauser's portfolio is available to buy online, with no restrictions. All the relevant manuals, datasheets and certificates can also be downloaded from the website, and products can be selected and sized via the Applicator tool.

The benefits Ordering online is much quicker and doesn't require detailed product knowledge. It's easy to find documentation and configure instruments, says Stewart Banks: "If it's products we've ordered previously we know the exact part numbers, otherwise we just have to select the right option from a list."

He can still request a quote or ask for technical support, but he confirms: "Nine times out of ten I don't need to speak to anyone. We just do it all on the website."

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