

Beamex Case Story

Endress + Hauser Messtechnik GmbH+Co. KG
Germany



**Introducing a standardized global
calibration solution.**

beamex

ENDRESS+HAUSER IS THE LEADING INTERNATIONAL SUPPLIER OF MEASURING INSTRUMENTS, SERVICES AND SOLUTIONS FOR PROCESS ENGINEERING.

Endress+Hauser is the leading international supplier of measuring instruments, services and solutions for process engineering. To this end, the company develops, produces and sells sensors and devices for the extraction, conveying and processing of process information. In 2008, the Group – which comprises 86 companies employing a staff in excess of 8,400 in 40 countries – achieved a turnover of EUR 1,211 billion.

Clients in all manufacturing sectors use Endress+Hauser products and services to manage, monitor and operate their processes reliably so that they run economically, securely and sustainably. For a premium service supplier with 59 service technicians and 13 calibration engineers operating in Germany, Austria and Switzerland alone, premium equipment is indispensable. A business can only do justice to its own ambitions and those of its customers by having expert staff and the right equipment.



The situation

Since 2006, Endress+Hauser has relied on Beamex® process calibrators as well as the services and expertises provided by GERMEX GmbH, the local distributor of Beamex products in Germany and a Beamex Premium Partner. “Prior to this partnership, we were not satisfied with our situation. With the previous devices, there was downtime and we had long through-put times for recalibration,” according to Torsten Thiel, calibration service department manager of Endress+Hauser Messtechnik GmbH+Co. KG based in Weil am Rhein and serving Germany, Austria and Switzerland. “Then we had an initial chat with Ralph Hoster, business manager of GERMEX GmbH, and the very same year we acquired the first Beamex® MC5 devices for our calibration engineers.”

In addition, it soon became apparent that the Beamex® MC5 – and later also the Beamex® MC2 – depending on the engineers’ equipment – was able to take the place of three or four of the old devices, for example pressure calibrator, loop calibrator, temperature calibrator and portable temperature probe. This alone leads to considerable savings in costs and time when recalibrating devices.

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The solution and main benefits

Previously, three or four different calibration certificates were required from three or four different suppliers, but now there is just one supplier and one certificate per device. Torsten admits that the original calibration devices were less expensive to buy, but factoring in the accuracy of the devices, their reliability and the fact that so much less effort is required for recalibration, the outlay on the Beamex solution is quickly recouped. “After three years at most, the acquisition costs have definitely been covered,” Torsten continues.

However, there is another plus, besides high performance and accuracy: user-friendliness. “It’s not always easy to implement another, new generation of devices,” Torsten explains. “But when the first engineers got their new Beamex® MC5 devices, word got around so quickly about how good they were that the others could hardly wait!” Great for the industry and great for practical use seem to be the two comments that best describe the Beamex devices. The special purpose solutions and services provided by GERMEX are the icing on the cake of the service package and distinguish the company as a premium partner.

From March 2007, Endress+Hauser also began to equip field service engineers with Beamex calibration devices – in this case, with the Beamex® MC2, which strikes the right price–performance balance for this team’s requirements. And they did not stop at that. Word travelled around the world so fast about the positive response to the Beamex® MC5 and Beamex® MC2 that other organisations gradually switched to Beamex calibration devices, too. Today, the Beamex® MC5 and Beamex® MC2 are defined as the global standard for Endress+Hauser, but worldwide service is provided by the German premium partner GERMEX. “Short delivery times, absolute reliability, great expertise – with GERMEX, we know we’re in good hands,” Torsten enthuses. Ultimately, the quality of the products coupled with perfect service and support is the recipe for



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a successful partnership. Recently, Endress+Hauser employees went to GERMEX for training on the Beamex software solution. The company already had its own calibration software implemented via SAP, but the Beamex system will now also be implemented for projects. There seems to be no end to this successful partnership...

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Case Story in Brief

Customer profile

Endress + Hauser Messtechnik GmbH+Co. KG

Germany

The situation

Endress+Hauser is the leading international supplier of measuring instruments, services and solutions for process engineering. With the previous devices, there was downtime and Endress+Hauser had long through-put times for recalibration. Previously, three or four different calibration certificates were required from three or four different suppliers, but now there is just one supplier and one certificate per device. Since 2006, Endress+Hauser has relied on Beamex® process calibrators as well as the services provided by GERMEX GmbH, the local distributor of Beamex products in Germany and a Beamex Premium Partner.

Solution

- Beamex® MC5 Multifunction Calibrators
- Beamex® MC2 Calibrators

Main benefits

- Streamlined calibration process
- Short investment payback time
- Decrease of downtime
- Need to carry less measurement devices on the field
- Equipment easy to use
- Reliability, quality and efficiency of services

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