

Endress+Hauser Celebrates 25 years in Canada

For a quarter century, Endress+Hauser Canada Ltd. has been creating a legacy of product quality, service and customer success. The company marked its 25th anniversary in the Canadian market on July 3, 2015.

As the Canadian arm of one of the world's most successful family-owned industrial firms and a leader in measurement and automation equipment, Endress+Hauser Canada Ltd. was incorporated May 1, 1990. The new company opened for business two months later, with offices in Burlington, Ont. and Montreal.

"We had 13 employees on that first day," remembers Richard Lewandowski, general manager of Endress+Hauser Canada. "Our initial focus was on Ontario and Quebec markets, specifically on water and wastewater, food and beverage, and mining customers."

Today, the Canadian operation employs more than 150 people, with additional offices in Calgary and Edmonton. As well representative companies handle sales in Atlantic Canada, Northern Ontario, Manitoba, Saskatchewan and British Columbia. The company also extended its services into other industries such as oil and gas, and power.

"Initially, we provided our customers with measurement products, product repair and product field service," explains Mr. Lewandowski. "Today, we start working with customers at the engineering stage, assisting with selection of process measurement solutions, provide project management, start-up and commissioning services during the build phase and maintenance and calibration services during the operations phase."

"Also the measurement product offering has increased over the last 25 years to include flow, level, pressure, temperature and analytical. We are able to provide customers with a complete solution for their measurement and automation needs, not just a measuring device."

The growth and development of Endress+Hauser Canada reflects the story of its parent company in many ways. The Endress+Hauser Group, began in Germany in 1953 with the formal partnership of Swiss engineer Georg H. Endress and German banker Ludwig Hauser. One brought to the partnership an incredible technical understanding of level measurement technology. The other provided a careful, responsible approach to business development. Together, they created a corporate culture of reliable service and continual innovation that has served thousands of companies around

Employing more than 150 people in offices across the country, Endress+Hauser Canada has become a leading provider of complete solutions for industrial measuring technology and automation in the country. Endress+Hauser International is the largest independent manufacturer of instrumentation in the world, with global manufacturing facilities, over 12,000 associates, and net sales of over \$2 billion CAD.

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the world. Today, the company specializes in automation processes for oil and gas, food and beverage, mining and metals, chemicals and life sciences industries, and more.

Mr. Lewandowski stresses the benefits of the company's strong corporate history: "Endress+Hauser remains a family-owned company that is focused only on process measurement and automation products, solutions and services. This enables the company to invest 10 per cent of annual sales in R&D to provide customers with the highest quality and innovation in products and services, supported by very knowledgeable employees."

As its services and offerings expanded in Canada, Endress+Hauser Canada's reputation grew stronger as an industry leader in a competitive marketplace. Endress+Hauser Canada has continually grown in existing industries and expanded into new ones with a customer-centred focus – working to understand a customer's business, helping them achieve their goals and providing unmatched customer service. "It's an approach that has kept customers coming back since the first days in Canada," says Mr. Lewandowski. "We are grateful to our customers for turning to Endress+Hauser Canada for assistance and for the opportunity to contribute to their success. In many ways, their success is our success as well."

While Endress+Hauser Canada looks back over its first 25 years of business in Canada, the company has positioned itself for a bright future. With industry-leading sales and technical service representatives established across the country, an ongoing commitment to product innovation and a deep-rooted desire to exceed customer expectations, Endress+Hauser Canada will set the industry standard in process automation for many, many years to come.



More information
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