

Endress+Hauser celebrates 30 years of serving Canadians

Burlington, ON – For three decades, Endress+Hauser Canada has been building strong relationships with customers based on a singular premise: Their success is our success. And the best is yet to come. This year, the company is celebrating its 30th anniversary serving the process automation needs of Canadians. Endress+Hauser Canada was incorporated on May 1, 1990 and opened offices in Burlington, ON and Montreal, QC two months later. Since then, offices have been added in Calgary and Edmonton, AB – the latter now part of a 20,000 sq ft Customer Support Centre that opened in 2017. And a new 47,000 sq ft Customer Experience Centre in Burlington designed to achieve LEED Gold certification will commence construction as soon as able.

These two state-of-the-art facilities in Edmonton and Burlington, both of which include a world class Process Training Unit (PTU), are meant as examples of technology in motion where the company showcases the best in class technologies in the process automation world and provides customers with hands-on experiences and training to get the maximum benefit from their instrumentation investments.

“It’s been a memorable three decades, full of extraordinary achievements that have also put us in a position to do extraordinary things in the future,” says Anthony Varga, CEO and General Manager, Endress+Hauser Canada. “We have an incredible portfolio of best-in-class products and solutions, capable of keeping our customers on the cutting edge for many years to come. Our ability to support our customers throughout a project timeline or product life cycle is second to none and we believe we are quite unique in that respect.”

The Burlington facility will leverage those strengths. Besides a PTU, it will house a calibration laboratory, an expanded workshop and a large training centre. The PTU concept, featured in Endress+Hauser facilities globally, is essentially a pilot plant with a wide range of Endress+Hauser instrumentation installed. Customers can try out products before purchasing them or familiarize themselves with how they work before installing them in their operations. Endress+Hauser utilizes partnerships with best in class companies such as Rockwell Automation and Samson Controls to create a completely hands on and integrated technology demonstration platform that is unmatched.

Thirty years ago, it would have been hard to imagine such a facility in Canada. Endress+Hauser opened its doors with 13 employees. Today, it has more than 140, with sales coverage for the entire country, either by our own sales staff or Authorized Channel Partners coast to coast.

The original focus on Ontario and Quebec and on water and wastewater, food and beverage, and mining customers has been broadened to cover all parts of the country and all industries including the oil and gas and petrochemical sectors of Western Canada. The company’s technical support capability has expanded accordingly. Technical representatives are located at strategic locations in the country, even in some cases assigned full time to a customer’s facility. The company’s service capacity is being augmented by a newly formed national network of Authorized Service Partners – companies with a strong presence in their respective regions. Their technicians, trained and certified by Endress+Hauser, assure customers of timely service and advice wherever it is needed. They are familiar with company products and supported in turn by Endress+Hauser Canada’s technical staff.

Thirty years ago, the company's primary focus was limited to providing Canadian customers with measurement products, product repair and product field service. Now, Endress+Hauser specialists start working with customers at the engineering stage, helping develop process measurement solutions, providing project management, start-up and commissioning services during the build phase and maintenance and calibration services to maintain the precision and accuracy of their measurement technology.

The product portfolio has also grown exponentially. The measurement offering includes flow, level, pressure, temperature, liquid and gas analytical technology as well as laboratory automation solutions, enabling the company to deliver complete solutions for measurement needs, not just a piece of hardware. Customers don't purchase instrumentation as much as they purchase information about their critical processes and the company provides that.

In many ways, the growth and development of Endress+Hauser Canada reflects the story of its parent company. The Endress+Hauser Group began in Germany in 1953 as a partnership of Swiss engineer Georg H. Endress and German banker Ludwig Hauser. The company is headquartered in Reinach, Switzerland, near Basel. Last year, it had 2019 net global sales of 2.6 billion euros – an 8% increase, reflecting strength in all fields of activity, industries and regions.

"Sixty-seven years later, Endress+Hauser is still a family-owned company, combining the technical knowhow and long-term business vision of the founders, as reflected in a belief that sustainable business relationships are built on listening to our customers so we understand their challenges and needs," says Varga. "It's how we operate globally, and it's how we operate locally. As a family company, we firmly believe that business success is a result of looking after the people that look after our customers and we see it as a true partnership."

Globally, the company invests 10 per cent of annual sales in R&D, assuring a steady flow of leading-edge solutions that can future proof business for the digitalized operating environments of tomorrow.

The Edmonton and Burlington customer centres – a cumulative investment of almost \$40 million – demonstrate the strong support Endress+Hauser Canada receives from its parent company.

"We're ready for the next chapter of our story," says Varga. "We're raising expectations for ourselves: to not only be a leader for the Canadian process automation sector, but to operate sustainably and to raise the bar for corporate and community citizenship."

About Endress+Hauser

Endress+Hauser is a global leader in measurement instrumentation, services and solutions for industrial process engineering. Our products – sensors, instruments, systems and services for level, flow, pressure and temperature measurement as well as analytics and data acquisition – set standards in quality and technology. The company further supports its customers with automation engineering, logistics and IT services and solutions. Founded in 1953 by Georg H Endress and Ludwig Hauser, the Endress+Hauser Group has been solely owned by the Endress family since 1975. Today, the Group is managed and coordinated by a holding company based in Reinach, Switzerland, employing almost 14,000 personnel across the globe. In 2019, the Group generated net sales of 2.6 billion euros. Endress+Hauser's production centres in 12 countries meet customers' needs and requirements quickly and effectively, while our dedicated sales centres and strong partner network guarantee competent worldwide support.

Press Photo (see visual attached):

Incorporated in May 1990, Endress+Hauser celebrates 30 years of serving Canadians.

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