

## Endress+Hauser Building Regional Customer Support Centre in Edmonton

### New facility offers Customer Training Centre and Flow Calibration Lab

**Endress+Hauser Canada, the *People for Process Automation*, are solidifying their commitment to customers in Western Canada with the construction of a new Regional Customer Support Centre in Edmonton.**

The new 20,000-square-foot facility will provide Endress+Hauser clients in Alberta, British Columbia and Saskatchewan with ready access to some of the best technical support, training and measurement instrumentation in the world. Centralizing inventory, technical expertise and customer service support teams in a western hub will provide customers with local stock, improved delivery times, calibration and other services, as well as hands-on training opportunities.

“With the construction of the Regional Customer Support Centre, Endress+Hauser is reinforcing our dedication to customers in Western Canada,” said Richard Lewandowski, general manager of Endress+Hauser Canada. “Upon completion, we expect this facility to accommodate more than 50 associates, focusing on the success of our customers. We are excited to increase our technical, training, service and logistical presence in one regional hub.”

The \$10 million Endress+Hauser Regional Customer Support Centre will include:

- office space for sales, technical support, project management and service associates;
- a warehouse for process measurement inventory to quickly support customer requirements;
- a state-of-the-art Customer Training Centre with functional process models; and
- a certified Flow Calibration Lab.

“We value the strong customer base we have served in Western Canada over the years and this facility is a sign of our commitment to provide the region with the highest-quality instrumentation and services in the country,” said Justin Zinke, manager of Western operations. “This Regional Customer Support Centre allows us to be closer to those customers, offering more product, service and training opportunities to help them meet their business objectives.”

Working with ONPA Architects and CPI Construction Ltd., construction of the new facility at 91st Street, Gateway Business Park in Edmonton began in September 2014. When completed in Fall 2015, the facility will meet LEED standards, reflecting the same commitment to responsible development that Endress+Hauser shares with its process automation customers.



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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.

Announcement  
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Northwest corner



Southwest corner