

## Services – by your side

Committed to your business,  
for improved plant performance



## 4 Supporting

We support your emergencies



## 6 Servicing

We provide expert services



## 8 Optimizing

We help optimize your business



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Want to know more?

[www.endress.com/services](http://www.endress.com/services)

# By your side

Our firm commitment to your business, for improved plant performance

**Helping you reach your goals** When considering the instrumentation services you need, what springs to mind? If you work in maintenance, reactivity and efficiency are probably your key words. If you are looking for services to complement your activity, expertise and proximity may be the top criteria. If you are involved in management, you probably expect a great deal more: solutions above and beyond maintenance, management capabilities, outsourcing options, and ways and means to increase productivity and competitiveness. Endress+Hauser Services can provide all of this and more, just tell us what you need to help reach your goals!

**Proximity...** No matter where you are around the world and whatever the industry, we are always by your side. Service is an integral part of our offer. Our global service force of over 1,000 experts is strategically located worldwide ensuring active local presence to meet all your service needs – a unique offering. For those really isolated sites, such as mines and offshore rigs, our remote services offer provides maximum support for your maintenance teams.

**... and much more:**

## **Application expertise – we understand your business**

Because instrumentation is vital for your process, we capitalize on decades of experience in the very varied applications in your industry. Our network of experts is perfectly positioned to provide your business with the right support.

**Tailor-made solutions** By your side at every step along the way, we are firmly committed to providing the right service to fulfill all your needs. Whatever you require, we have the service solution.

**Uniform support for all companies** Regardless of your industry, the size of your company, or your location, our skills and services are harmonized throughout the world.

**People qualified to work on your site** Our service teams are trained and equipped to intervene on your site in accordance with your specific health & safety requirements.

**Looking after your business – we care!** Because we care, we add value to your business at every phase of the life cycle. We are by your side to support, to service and to optimize your processes.







*Help! I need somebody – right here and right now.*

## Hand in hand with your daily business

Constantly under pressure? Need an instant response to handle emergencies? People for Process Automation are on hand – ready and willing to provide you with the appropriate support.

Maintenance crews are currently facing huge constraints; with fewer personnel, they have to deal with an increasingly complex installed base of instrumentation and periodically need to assimilate new technologies. Moreover, as downtime kills productivity, they need to find immediate answers to any instrumentation issue.

**You are not alone! We are by your side to offer total support in any situation.** Total support from Endress+Hauser means that we strive to prevent any breakdown due to process instrumentation and, if need be, minimize downtime through quick diagnosis and prompt repair. And with remote services, your process is just a mouse-click away from our experts.

**Technical support** With Endress+Hauser Process Automation Support Services, remote support keeps your instruments, software, and/or automated solutions running smoothly over time. The support level is tailored to your needs and available worldwide around the clock. Direct access to an expert with a guaranteed response time allows you to minimize downtime costs.

**Diagnostic and repair** Our team of dedicated process control troubleshooters are always on hand for breakdowns and on-site repair. Armed with special tools and meticulous procedures, they can provide fast and efficient diagnostic and repair. We offer call-out times dependent upon your level of urgency as part of our service level agreement.

**Need to return material to us?** You must respect safety standards and specific local practices. If you return items to Endress+Hauser for repair, laboratory calibrations or replacement following order errors or misdeliveries, the requirements for safe returns may differ according to the device type or your country legislation. In order to guarantee that your returned device is handled as soon as possible and according to safety standards, you may need to provide important information such as safety statement certificates.



Please visit our website to ensure safe and secure instrument return as local conditions may apply.  
[www.services.endress.com/return-material](http://www.services.endress.com/return-material)



Direct access to our experts to keep your critical applications up and running.



Quick help to solve your process instrumentation issues on-site or in our expert workshops.

### "I need help quickly!"

Our response:

- Access to your asset information
- Data available 24/7
- Quick and easy access to spare parts information
- Track your equipment records

Discover the benefits of using W@M Portal in combination with these services - see p.11



Our field service experts are always on hand to support your activity on site.



*I need work to be done by a specialist who understands my business!*

## Value throughout the process life cycle

Need resources for a new project? Need to meet new quality requirements? Want to enhance the operation of an existing process? Finding the right external partner can be a major challenge.

Maximizing the contribution of field instrumentation to your business and extending its lifetime is the job of a specialist. Proven success and many years of experience in process instrumentation means you can rely on a global team of experts from Endress+Hauser for all your process automation projects.

**We offer a variety of services to complement the capabilities of your staff in the following areas:** Engineering, commissioning, maintenance, calibration and tailor-made training sessions.

Our aim is to provide the support that matches your requirements, keeping in mind our common objective of optimized maintenance costs. Given this premise, we have what you need from a one-off job to a long-term partnership. The knowledge, skills, ingenuity, hard work and commitment of our staff epitomize Endress+Hauser's values. And all of this comes with a commitment to the customer on a daily basis.



**Engineering** From basic engineering for plant automation through to the final Factory Acceptance Test, we help to set targets, explore options and make an informed system decision.

**Commissioning** We help you commission plants while minimizing costs. Typical projects include installing and commissioning all makes of instrumentation. We provide the right expertise at the right time to meet project deliverables.

**Calibration** With calibration being our core competence, we are in the best position to meet the needs of your most critical applications. Endress+Hauser's range of calibration services covers on-site verification tests, accredited laboratory calibrations, ISO17025 certificates and traceability to ensure compliance.

**Maintenance** Ensure maximum process availability while optimizing OPEX. You determine the maintenance scope required, from inspection to preventative services including replacement parts or specific reaction time.

**Training** Endress+Hauser trainers put all of their expertise and equipment at your disposal, helping you to learn to produce more, at a higher quality, in a safe and profitable manner.



Get your process up and running on time and budget with our engineering and commissioning expertise.



Ensure traceability and compliance with your quality requirements with our maintenance and calibration services.

**"I need full access to the information about the services provided."**

Our response:

- All actions are traceable
- All documents (calibration certificates, etc.) are stored in one place
- Data to prove compliance is at your fingertips

Discover the benefits of using W@M Portal in combination with these services - see p.11



Improve your knowledge and your business with Endress+Hauser training seminars.



*We need a global player to help us  
increase productivity and competitiveness.*

## Services to optimize processes and results

Looking for new ways to reduce costs? Need to better manage risks? Want to continuously improve asset performance during operation whilst maintaining compliance? We can help!

Today's challenges include heightened cost pressures, tightening of regulations, lack of skilled staff willing to work in a process plant and the complexity of a multi-vendor installed base with a mix of new and old technologies.

**Endress+Hauser offers effective ways to optimize your business** by managing activities on your behalf and sharing expertise. Our approach focuses on maintenance that sustainably and continuously enhances the operational equipment effectiveness. We help to reduce the complexity of your installed base and offer the power of metrology to improve aspects of your production process.



**Maintenance and calibration management** Solve your calibration and maintenance worries and focus on your core business – with total peace of mind! We offer an extensive portfolio of maintenance and/or calibration functions. Our program optimizes maintenance costs and improves quality to turn routine maintenance activities into a profit source.

**Maintenance consulting** Maximize plant availability and reliability! Our audit can help reduce plant complexity, even with different equipment manufacturers and a wide range of instrument types. Your primary benefit is a clear overview of your installed base via an exhaustive online database. Endress+Hauser consultants also help you define your maintenance and calibration work according to your resources and production requirements.

**Calibration consulting** Productive metrology leads to sustainable savings! Using innovative methods (six patents pending), Endress+Hauser expert consultants will optimize your metrology functions to reduce downtime, labor, product variability and save raw materials and energy. This service improves quality while cutting costs, allowing you to optimize productivity over the long term.



As site coordinator, we manage on-site activities for you and provide regular maintenance and calibration progress reports.



Maintenance and calibration management include key performance indicators to enable the quality manager, for example, to check the calibration status at a glance.

**"I need to optimize my processes based on the services provided."**

Our responses:

- Access to timely, complete, consistent and compliant asset information
- Open interfaces for easy integration of information into your system to make your business processes more efficient
- Data mining and KPI monitoring to improve quality while reducing costs

Discover the benefits of using W@M Portal in combination with these services - see p.11



By analyzing your installed base, maintenance and calibration consulting provide the key to improvement.



## Quick and easy access

Device information and documentation throughout your plant life cycle.

Only a clear picture and detailed knowledge of the installed instrument base can act as a solid foundation for a predictive maintenance and optimizing strategy for your plant. Whether you need to find information concerning spare parts, verify software versions, trace instrument history records on the basis of key events or view the plant database with its installed instruments – the data must be up-to-date and available rapidly. W@M Life Cycle Management supports you in operational matters and also assumes strategic tasks.

**Discover your plant's true potential** Data concerning a plant and its components is generated right from the first day of planning: in engineering and sizing, procurement, installation and commissioning, and operation and maintenance. Every phase of the life cycle of a plant and its components requires information.

- W@M Life Cycle Management enhances your processes with easy access to device information. The up-to-date data enables you to shorten engineering time, increase plant uptime and optimize maintenance.
- Availability of all instrument data 24 hours a day,
- 365 days a year – no time is wasted searching for instrument information.
- Whether you are currently running an existing Distributed Control System with an Asset Management installation or have no system in place, your instrument data is stored and available for you at any time.

The right information at the right time to maintain and optimize your installed base.



More information at  
[www.endress.com/lifecyclemanagement](http://www.endress.com/lifecyclemanagement)

# Your advantages in a real-life environment

Services combined with W@M Life Cycle Management can provide outstanding benefits. Here are just a few examples.

**Smooth handover from engineering to maintenance** A customer was expanding production and wanted to verify and improve monitoring of instrument and transmitter installation during construction and commissioning to streamline the start-up and ramp-up processes. Part of this process meant that they needed manufacturer-level access to a lot of information, up-to-date manuals and factory calibration certificates for regulatory requirements. However, they did not have all the necessary resources to achieve this before the deadline and within their budget.

Here's where Endress+Hauser stepped in. During the commissioning phase, our experts verified the installed instruments and transmitters (multi-vendor systems). A W@M Portal database was created for easy access to installed configurations and the team checked the equipment prior to all wiring terminations and again after the final tie-ins were completed.

The outcome: accelerated construction and commissioning time; reduced response times when required and last but not least, significant cost and time savings.

**Active management of your installed base** Our maintenance consulting service provides a clear view of your installed instrumentation. All the data gathered during the audit can be accessed via the W@M Portal.

Main benefits:

- Full information traceability of your field instrumentation once the audit is complete.
- Information at your fingertips 24/7, highly valuable in urgent situations.
- Efficiency gains in your operations through the significant improvement of your asset information management.

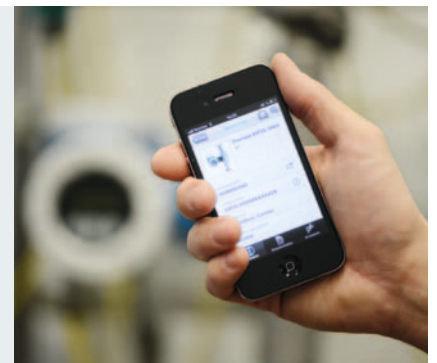


## Free and mobile access to your specific device information

Our Operations app offers:

- Easy access to up-to-date product information wherever you are, whenever you need it.
- Active management of your installed base (information on phase-out instrumentation etc).

Available for iPhone, iPad on the App Store and Android smartphones on Google play.





[www.adresses.endress.com](http://www.adresses.endress.com)

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