

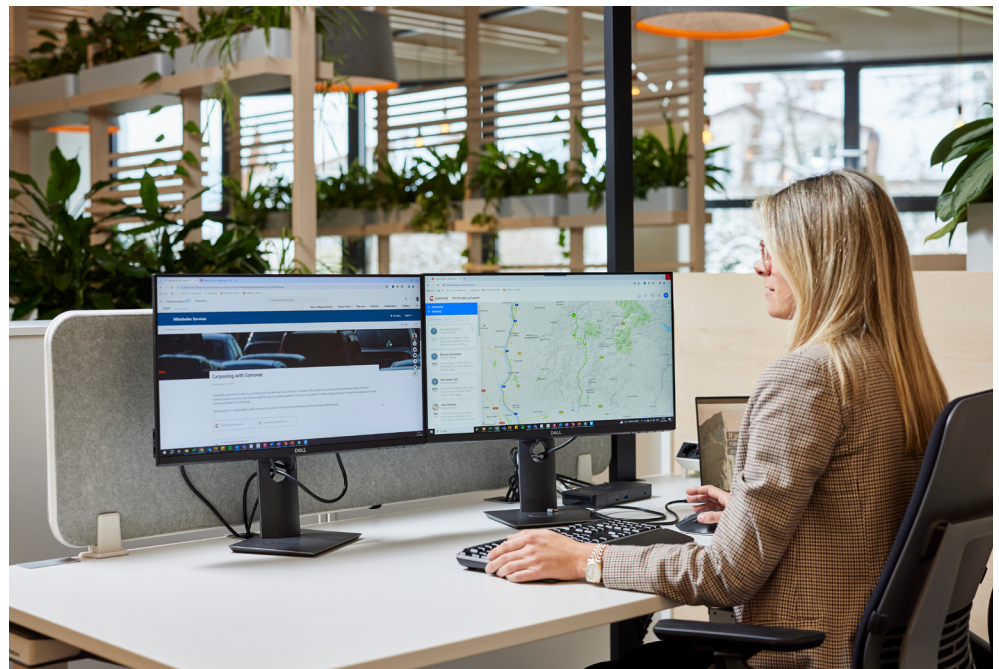
## Digital triumph

# Achieving success with a streamlined online experience



### Benefits at a glance

- Simple access to information like online configuration options and favorite orders
- Provides access to product documentation and information, allowing fast and easy purchases directly from the site
- Accelerates and simplifies the entire user experience
- Access to instrumentation knowledge, engineering and application
- Ability to request support, update and track support cases or troubleshoot using My Endress+Hauser's knowledge base



## Simplifying the path to excellence with My Endress+Hauser

**Summary:** Based in Hartland, Wisconsin, The Probst Group provides comprehensive wastewater solutions for the Food & Beverage industry. Equipped with unparalleled expertise in effectively treating wastewater generated by Food & Beverage manufacturers, The Probst Group offers fully customizable solutions that meet the unique needs of each client and help return clean water to the environment. Since every solution is designed to meet the unique needs of each client, The Probst Group

needed a way to streamline their ordering process, easily track orders and manage their favorite instrumentation pieces.

**Challenge:** The Probst Group team was looking for a solution that would gain efficiencies, improve standardization practices, and overall simplify their ordering process, all while providing up-to-date information about the products they need to best serve their clients. The ideal solution needed to provide quick and

Endress+Hauser 

People for Process Automation



detailed product information and be able to provide an accurate quote for selected products.

**Our solution:** The Probst Group has relied on Endress+Hauser's solutions and instrumentation for many years.

Tim Sprengel, project engineer at The Probst Group, says Endress+Hauser's selection process is very streamlined and easy to use. "I'm working on the design and selecting what equipment would be the best fit for it, and Endress+Hauser's online configuration options are helpful in setting up our standard equipment," said Sprengel. "We were able to go through the portal ourselves and make changes as needed. We didn't have to take the time to go back and forth with a vendor to get an updated quote every time a small change occurred. I appreciate the availability of information and ease of access."

**Results:** My Endress+Hauser is intended to create a positive customer experience through ease of use and navigation. With a My Endress+Hauser account, customers can easily access documentation and product information, make purchases and order spare parts, and so much more.

My Endress+Hauser also allows for simple access to information like online configuration options and favorite orders.

"Online configuration is a great benefit to me in being able to immediately determine how much a particular piece of equipment would cost," said Sprengel. "Another feature I use frequently is the favorites tab on the Endress+Hauser website. It's convenient, easy and saves time as we can direct project engineers and managers to the website for all the information they need."

The Probst Group also utilizes My Endress+Hauser for order management, viewing purchase orders and checking the status of a shipment. Order tracking is made simple through My Endress+Hauser, complete with live shipment statuses and accurate expected delivery dates. "Having the ability to track and see when shipments are coming in is very helpful, as is the ability to access documentation and all the operating and installation instructions for the instrumentation we order," said Sprengel. "Putting together the operation and maintenance manual is part of our scope for a lot of projects in which we provide equipment. Being able to go through Endress+Hauser's portal and find all the information we need saves us lots of time."

OEM documentation was once a months-long process for The Probst Group. Before working with Endress+Hauser, the team had to reach out to a vendor for a documentation request. Now, with just a few clicks on My Endress+Hauser, the team is able to access all of the necessary process documentation.

The Probst Group continues to expand, providing reliable, effective, efficient wastewater treatment to the Food & Beverage industry. The use of My Endress+Hauser is helping simplify the engineering and ordering process and improving standardization across their team, allowing Probst to deliver results that exceed client expectations.



[Register for a My Endress+Hauser account today](#)



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