

Staying Ahead of the Curve with Purpose-Built Technology

A 15+ Year Partnership That Continues to Grow

Founded in 1871, Weir tirelessly pursues its mission to engineer solutions that improve safety, efficiency and sustainability to provide the essential resources needed by an ever growing and changing world.

Since partnering with Intelliquip, an FPX Company, in 2004, Weir has extended Intelliquip's purpose-built selector and configurator applications across direct sales, distributors, consultants, and end users to increase quoting efficiency and accuracy.

"We uniquely understand the needs of the fluid handling equipment market," explains Trygve Dahl, VP and GM of Fluid Handling Solutions at Intelliquip.

"We grew up in the pumping industry and were among the first to create front-end sales software for highly engineered systems and equipment," says Dahl.



Dahl also notes, "We strive to provide solutions that deliver essential capabilities out of the box, but are still customizable without the added costs, delays and potential errors of building something in-house or attempting to adapt generic software to fit the needs of the mechanical equipment manufacturing industry."

EricTobin, Technical Product Manager for Weir says: "Since using Intelliquip, we discovered ways to make our process and tools easier to use so we could make them accessible to distributors and end users. This knowledge continues to grow and make our system even faster and more user friendly."

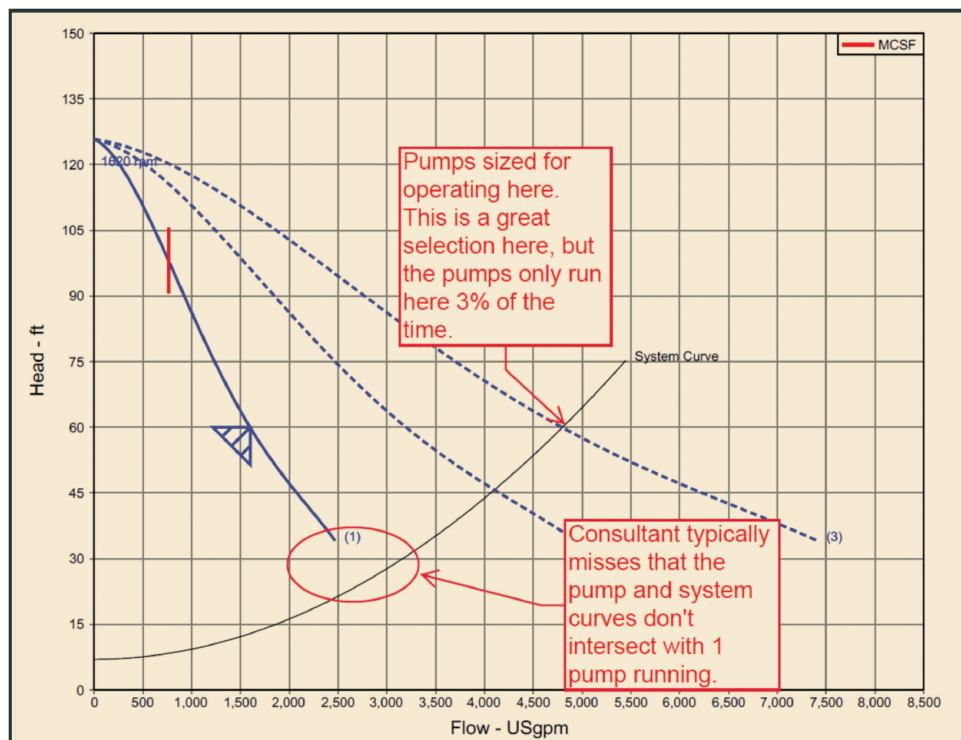
Embracing a New Way of Doing Things to Thrive

"We have enough intelligence built in that even complex configurations come through right the first time," says Tobin. "Now, instead of a customer coming to us and asking for a simple quote, they can develop the quotes themselves and send an order based on that quotation. Our application engineers can focus on heavily engineered, specification-based projects and the overall system design, knowing that all the specifics and details are done."

Weir's customers and distributors have also embraced the transition from paper catalogues to web portals supported by Intelliquip.

"Our old way of doing things involved sending paper catalogues of all our products," says Tobin. "We sent 200 page brochures to distributors to share with customers - which means not all customers received them."

Tobin goes on to say, "Now our sales network and our buyers can select multiple pump types, put in conditions of service, and see how various pumps will perform in the field. In short, customers can now make a more informed decision."



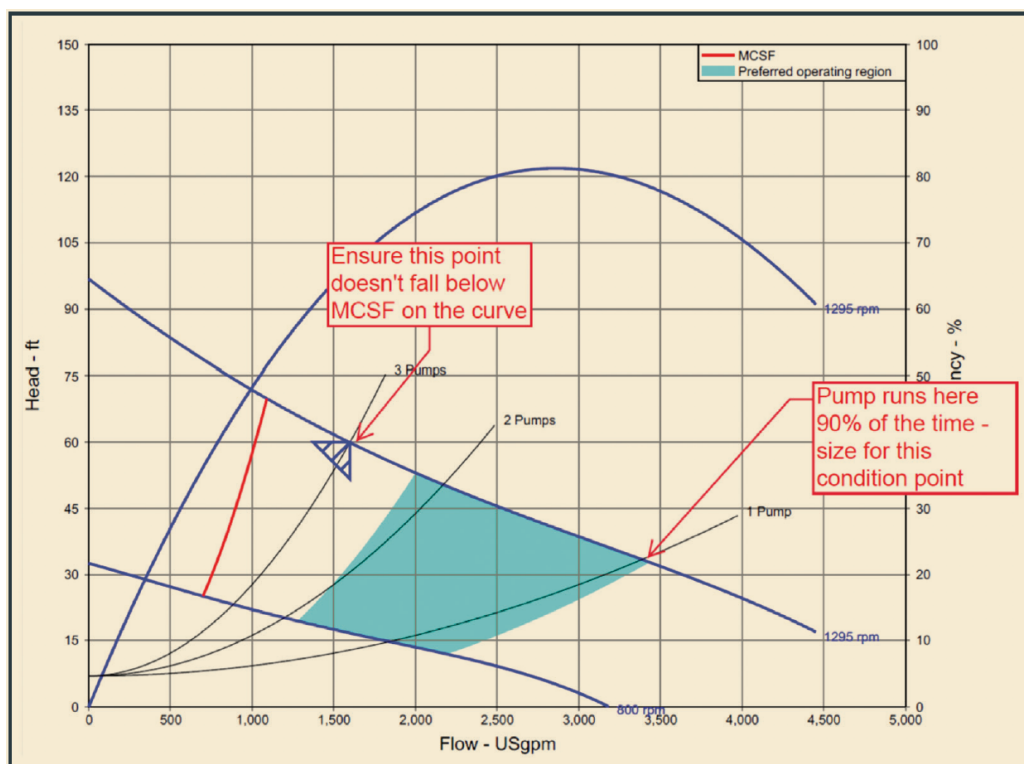
Curve for SFF6-Z Horizontal.

Tobin recalls, "About a dozen times a year, I get a call from a consultant needing three pumps to run in a pump station - let's use 1600 GPM per pump, for a total of 4800 GPM. The consultant will send a curve showing three pumps in parallel and say, 'I think X pump is the best selection.' I can see they have selected the pump based on all three running in parallel at maximum speed, at the same time.

With Intelliquip I show them how they selected the wrong pump. Why? The consultant selected the pump for the best efficiency when all three pumps are running in parallel at full speed."

"Real world experience shows that all three pumps are running only 3% of the time, but more than 80% of the time only one pump is running. I use Intelliquip to walk them through a selection for a pump that operates within the Preferred Operating Region (POR) of the curve when only one pump is running and ensure that when three pumps are running, each individual pump is still operating within the Allowable Operating Region (AOR). The tool shows them how their original selection may experience cavitation when only one pump is running."

"Intelliquip lets us show this better point of view quickly with nice graphs showing exactly what we are discussing with the consultant," says Tobin.



Curve for SFF10-Z Horizontal.

Distributors and Consultants Come to Rely on Us Even More

"Intelliquip helps us deliver teachable moments to distributors, consultants and customers. We help them and they, in turn, open doors when we call to conduct an on-site visit. Our on-site meetings now attract 800-900 pump users and system designers a year. These simple touches make a real difference as they come to rely upon and respect us even more."

The speed and convenience provided by Intelliquip has been critical to Weir's long-term success.

"We used to rely on complicated spreadsheets with numerous options and formulas to calculate pump performance. Now, we get real answers in four mouse clicks instead of hours of tedious calculations," notes Tobin.

"We can quickly demonstrate the differences between how different pump sizes and types perform under the same conditions. This kind of responsiveness is extremely powerful for us. We engage with the customer in hours rather than days, and we show professional computer-generated curves rather than hand drawings."

Weir continues to prove that greater customer responsiveness can translate into more sales.

According to Tobin, "Because we respond quickly, we are becoming the preferred provider for more jobs. We gain some extra points when it comes to the purchasing decision. Customers appreciate that we are willing to help on the front end, and they trust we will help that much on the back end. It reinforces our mantra that we will always respond faster and better."