

# Solutions?

## The customer defines them!

*Solution providing seems to be another of those fuzzy buzz-words that no one really knows what's behind. Companies, not only in the metering business of course, like to market themselves as solution providers to demonstrate their capabilities.*

*Does a broad product portfolio qualify a company to be a solution provider or is it the ability to combine its own products with others? Is the offer of consultancy-related services key to this kind of business model? Certainly, a little bit of all. But it's more than that! Solution providing is a business process with one core aim: serving the needs of the customer.*

*First of all, listening to the customer to fully understand the current challenge or project and bringing technical competence and partnership into the discussion is the basis for outlining the project. Being fast with the proposals and quotes, in time with the deliveries and ready when after sales service is required or necessary is the package we have to offer.*

*You are probably smiling while you are reading this. We all know that daily business life is not as easy and uncomplicated as we would like to have it. Otherwise, solution providing in this sense would not be a competitive advantage in modern markets. Achieving the best always involves a long hard struggle, but this struggle starts with attitude of mind. If you are a frequent reader of Profiles, you will certainly remember a lot of projects in the recent past where we have brought our technical competence, partnership, and customer focus into the game. In keeping with this, you can find further examples of our flexibility in this issue such as stainless steel turbine meter housings or the new DL220 data logger.*

*Besides the large projects and special solutions, the day-to-day business also needs to be handled seriously. Behind each order is an important project of one of our customers. Otherwise, he would not have placed the order. But whatever you order or we offer, at the end of the day, you will decide if we have added a solution or a problem to your business.*

*Thus, the answer is clear as to how we like to position ourselves. We want to be recognized by you as a solution provider. This recognition has to be earned every day and does not last forever. I think we have the right attitude to go down this road every day and be aware that at the end, you define if we have provided the solution or not.*

*We are looking forward to being challenged.*



Dr. Michael Mertl  
Managing Director ELSTER GmbH



### IMPRINT

**PUBLISHER:**

ELSTER Handel GmbH  
Steinern Strasse 19-21  
55252 Mainz-Kastel, Germany  
www.elster-amco.com

**EDITORIAL STAFF:**

Gudrun Biedermann, ELSTER Germany  
Trevor Billington, ELSTER-JEAVONS UK  
Kerry Peterson, AMCO USA  
Kevin Sweeney, IGA UK

**PLEASE WRITE TO:**

*Europe / Africa / Middle East:*  
ELSTER Handel GmbH  
Gudrun Biedermann  
Steinern Strasse 19-21  
55252 Mainz-Kastel, Germany  
Phone +49 (6134) 6 05-218  
E-mail biedermann@elster.com

*The Americas:*

American Meter Company  
Kerry Peterson  
300 Welsh Road, Building One  
Horsham, PA 19044-2234, USA  
Phone +1 (215) 830-1858  
E-mail kpeterson@americanmeter.com

*Asia / Australia:*

ELSTER AG Singapore  
Philip Lam  
80 Marine Parade Rd. # 09-04  
Parkway Parade  
Singapore 449 269  
Phone +65 247 77 28  
E-mail philam@elster-amco.com.sg

**AUTHORS:**

J. Cheng, ELSTER-AMCO Singapore  
C. Copparoni, ELKRO GAS Italy  
Dr. H. Dietrich, ELSTER Germany  
Dr. H. Dornauf, ELSTER Germany  
P. Hampel, ELSTER Germany  
M. Heberer, ELSTER Germany  
Dr. J. Kastner, FlowComp Germany  
R. Klingebiel, ELSTER Germany  
P. Ladage, ELSTER Germany  
V. Lötz-Dauer, ELSTER Germany  
K. Peterson, AMCO USA  
R. Pfeil, ELSTER Germany  
Li Yue, ELSTER-AMCO Beijing

**TRANSLATIONS:**

David Mackie, dmackie532@aol.com

**DESIGN:**

design werk  
www.design-werk.com

**PUBLISHING DATES:**

Three times a year  
Articles signed by the author  
reflect his / her personal opinion