



# Company Introduction

Process Instruments (UK) Ltd. (Pi) is a global supplier, providing water analyser instrument solutions since 1998. With offices, a laboratory and manufacturing facilities in Burnley (UK), with subsidiaries in Ireland and France and a company representative in China, Pi has a growing reputation for innovation with customers in over 50 countries, across 6 continents. A major part of Pi's business is through Private Label/OEM agreements, so the name 'Process Instruments' is not as widely known as many of our competitors. Instead of focusing on building a brand name we instead aim to provide our customers with the most reliable, flexible, and arguably the best water quality analysers on the market.

Recognising that no two applications are the same, Pi develops solutions to meet customer requirements and remains committed to product development and improving customer relations by delivering invaluable on-site support, excellent customer service, knowledge and expertise. Pi has been awarded the ISO 9001 quality certification, the ISO 14001 environmental certification and the ISO 45001 Occupational Health and Safety Management Systems certification. Achieving growth of on average >25% year on year since the launch of its products, Pi has continued to invest heavily in Research & Development (accounting for >30% of overhead) so can be relied upon to always deliver the most technologically advanced systems on the market.



Many of the innovations brought to market by Pi are the result of years of collaboration with educational institutions such as The University of Manchester, The University of Lancaster, and The University of Warwick. This continual product development has also led to Pi winning numerous awards over the years including the International Achievement and Editor's Choice Award at the Red Rose Awards, the Technology Award at the Lancashire Telegraph Business Awards, and the Innovation Award at the Burnley Business Awards 2015. Pi was also regional winner of the Achievement in International Business at the British Chamber of Commerce Awards and has won the O<sub>2</sub> Award for Innovation through Technology, a DTi SMART Award and was recipient of a DTi grant for Research & Development (NWDA). Most recently Pi has been awarded two Innovate UK Grants from the UK's Technology Strategy Board, and two Queen's Awards for Enterprise 2021; for Innovation and International Trade.

Pi is known to make the best Water Quality Analysers on the market - so it comes as no surprise that other companies want to sell them as their own under Private Label agreements. In addition to the original design and manufacture, Pi provides all the training that their customers need. By re-selling Pi products under their own branding, Private Label customers save a fortune on their own development costs.

The CRIUS<sup>®</sup>4.0 controller has been improved in 2020 to be Water 4.0, Industry 4.0 and Internet of Things compliant, and now provides even more functionality for the discerning engineer through the new Data InSite and Control InSite services.

## The future for Pi...

Ever growing, ever adapting, ever improving.

With numerous product developments continually in the pipeline it is safe to say that Pi will always be leading the market, you just might not know it's us!

If you would like to learn more about Pi, its products and how they might work for you, you can visit the [website](#) or better still, why not pick up the phone and give us a ring right now?

Just dial +44 1282 422835 and ask to speak to a member of the sales team.

## Roger Heise, Chairman:

***"I think 2020 was a year that no one will forget in a hurry. In spite of the difficulties presented by COVID-19, throughout, the Pi team have continued to work closely with their customers providing remote and onsite support to realise their customers' objectives.***

***Particularly useful have been the remote access solutions allowing onsite support without a physical visit."***

