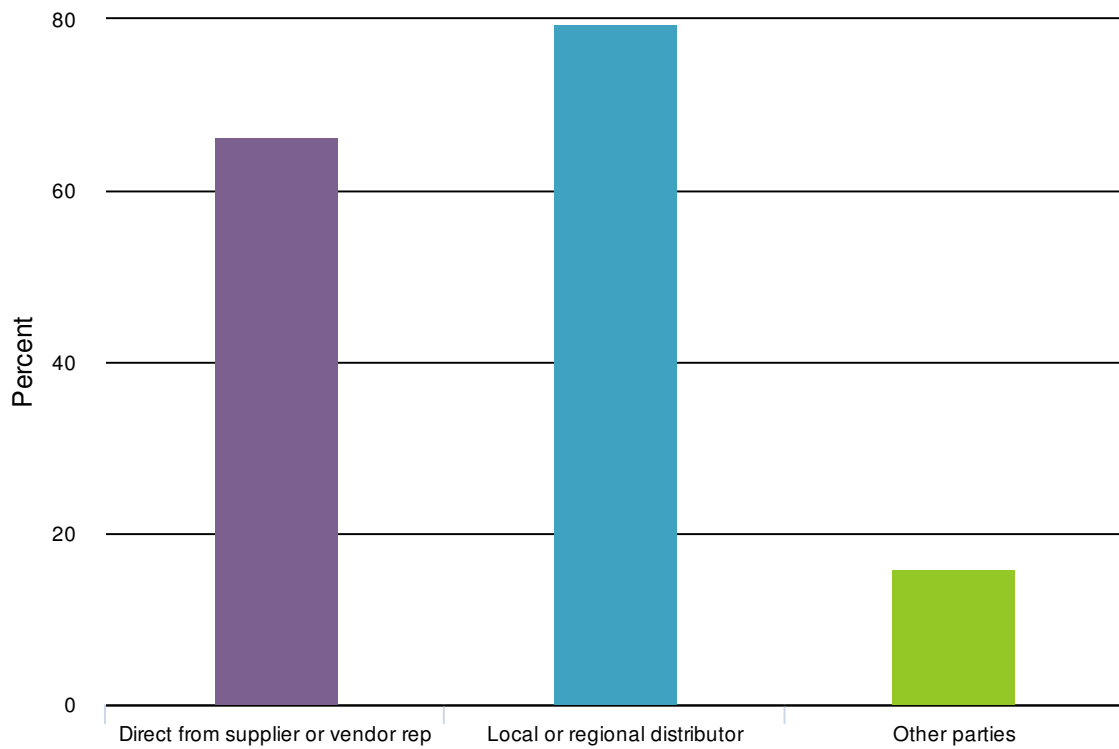


CONTROL Magazine: Buying Channel Study (July 2019)

1. Who do you buy process control and automation components from? (check all that apply)



Value

Percent

Direct from supplier or vendor rep



66.4%

Local or regional distributor



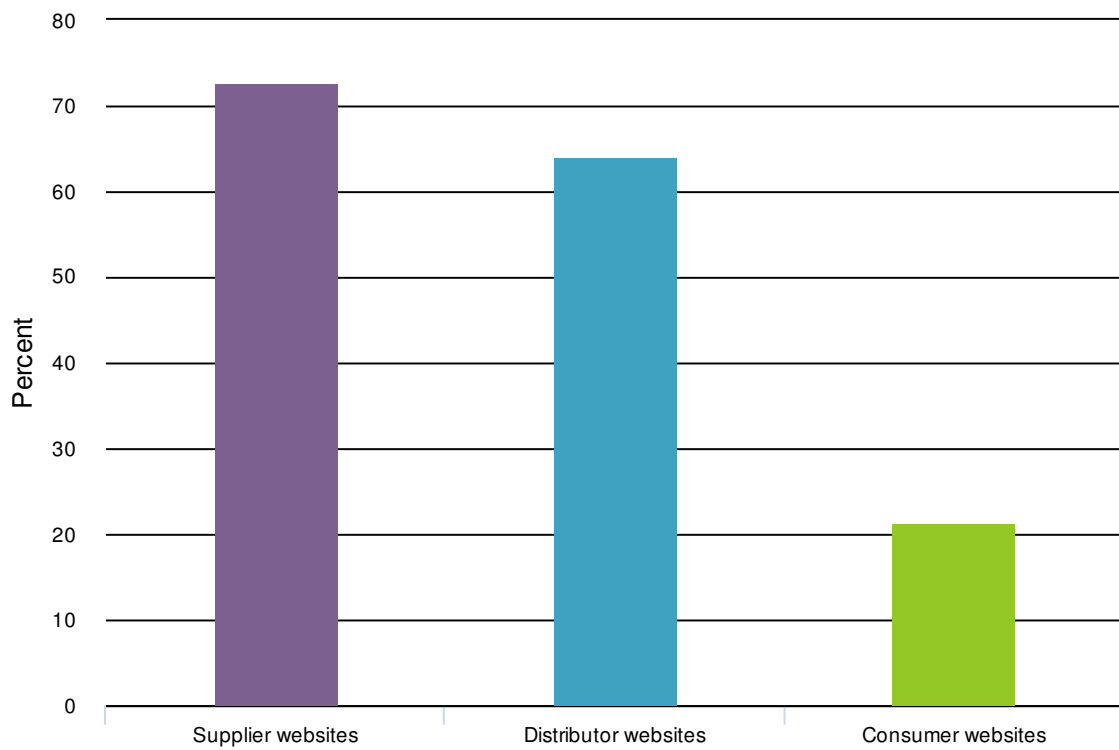
79.6%

Other parties



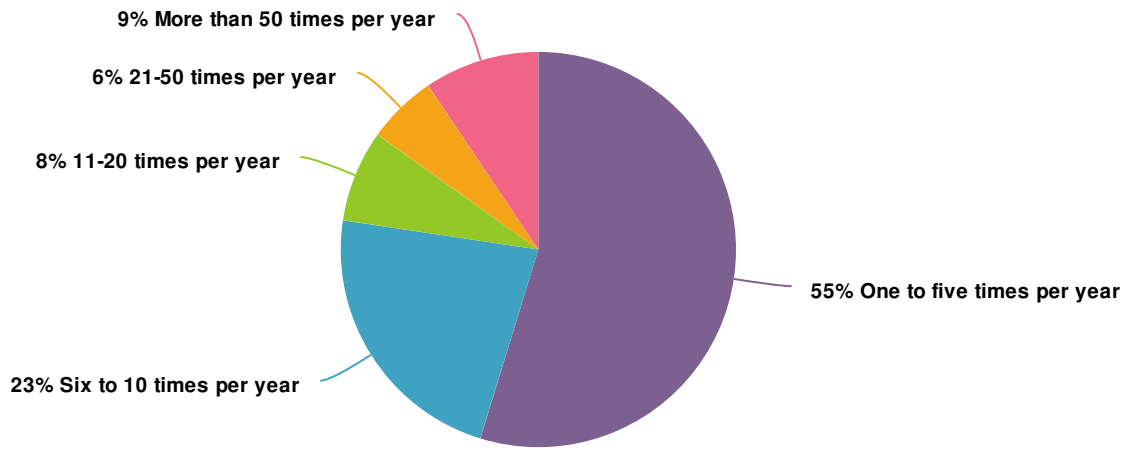
15.9%






2. If you buy process components online, do you buy from (check all that apply):



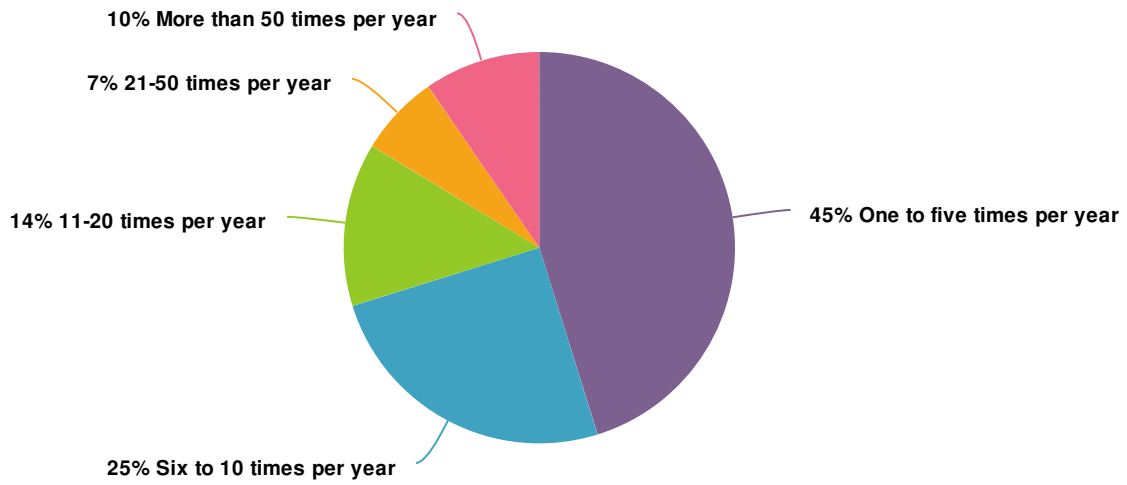
Value	Percent
Supplier websites	72.8%
Distributor websites	64.1%
Consumer websites	21.4%


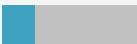



3. How often do you buy process components from SUPPLIERS online?



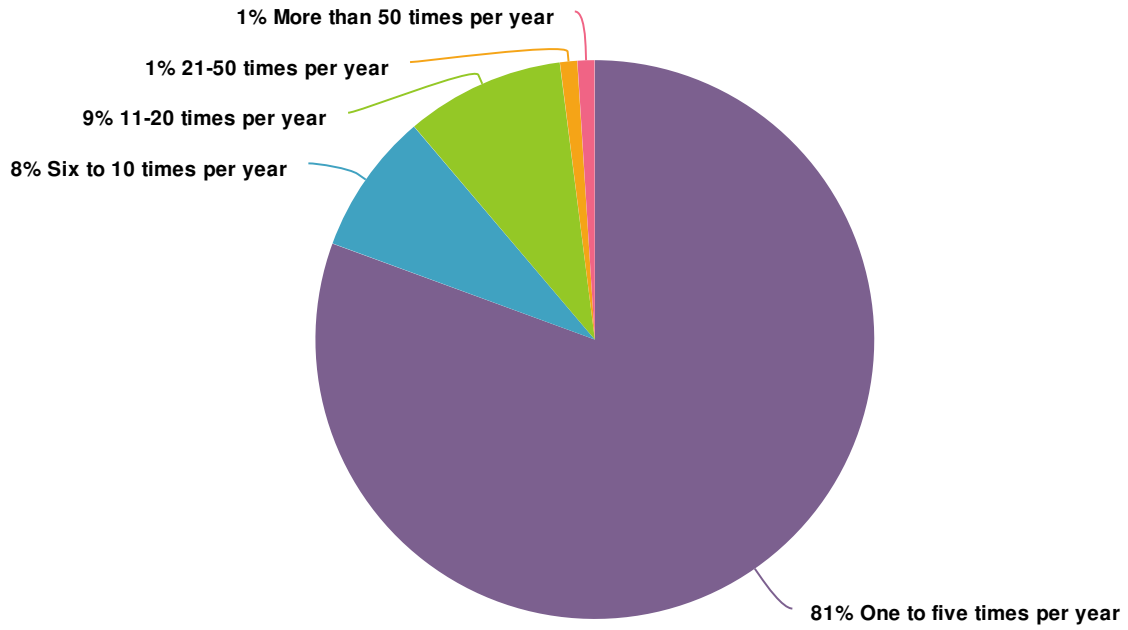
Value		Percent
One to five times per year		54.7%
Six to 10 times per year		22.6%
11-20 times per year		7.5%
21-50 times per year		5.7%
More than 50 times per year		9.4%

4. How often do you buy process components from DISTRIBUTORS online?



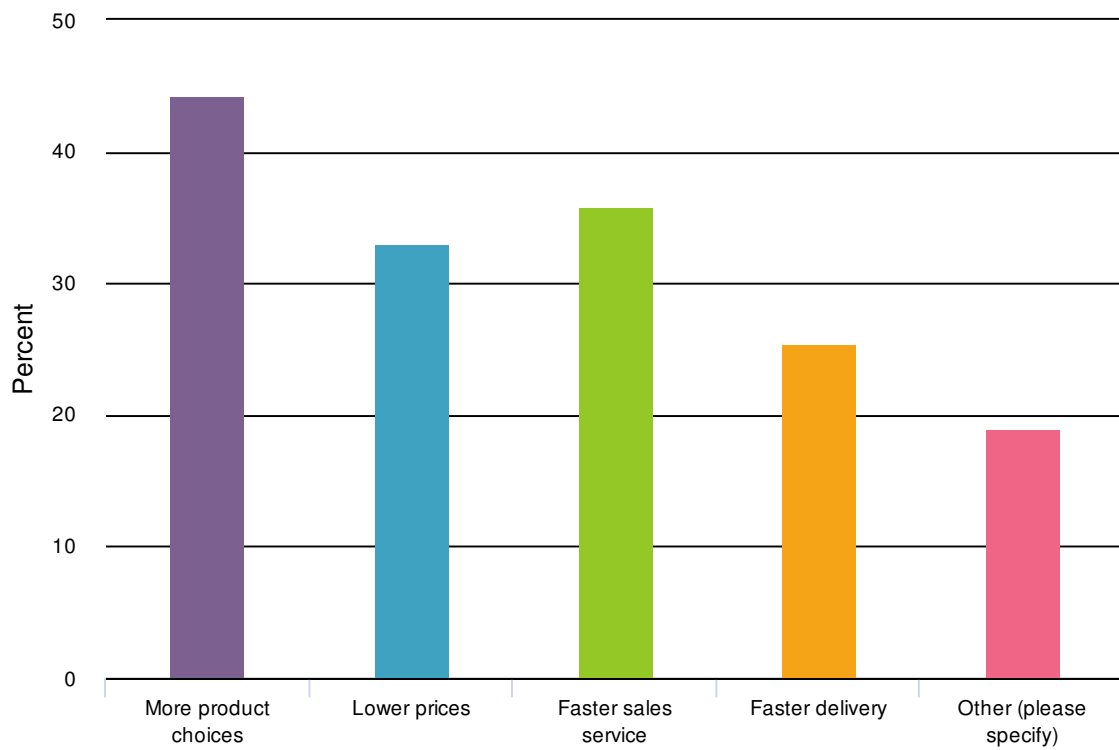
Value		Percent
One to five times per year		45.2%
Six to 10 times per year		25.0%
11-20 times per year		13.5%
21-50 times per year		6.7%
More than 50 times per year		9.6%

5. How often do you buy process components from CONSUMER WEBSITES online?



Value	Percent
One to five times per year	80.6%
Six to 10 times per year	8.2%
11-20 times per year	9.2%
21-50 times per year	1.0%
More than 50 times per year	1.0%

6. What are benefits do you find from buying online?



Value

Percent

More product choices		44.3%
Lower prices		33.0%
Faster sales service		35.8%
Faster delivery		25.5%
Other (please specify)		18.9%

Other (please specify)

Access to parts our suppliers may not have on-hand

Can be done at my convience.

Can find the information while on night shift.

Do not purchase online very often because we need no mistakes and on time delivery!

Easy of finding and ordering

Easy to compare different brands and components

Free Shipping, easy availability check

I absolutely HATE buying On-Line. Support local personnel!

It is generic, do not need to talk to anyone

Lower prices maybe. But it may aslo be out of warranty

N/A

None

Nothing

ability to shop/compare features and price

access to reference information

better at finding hard to get items

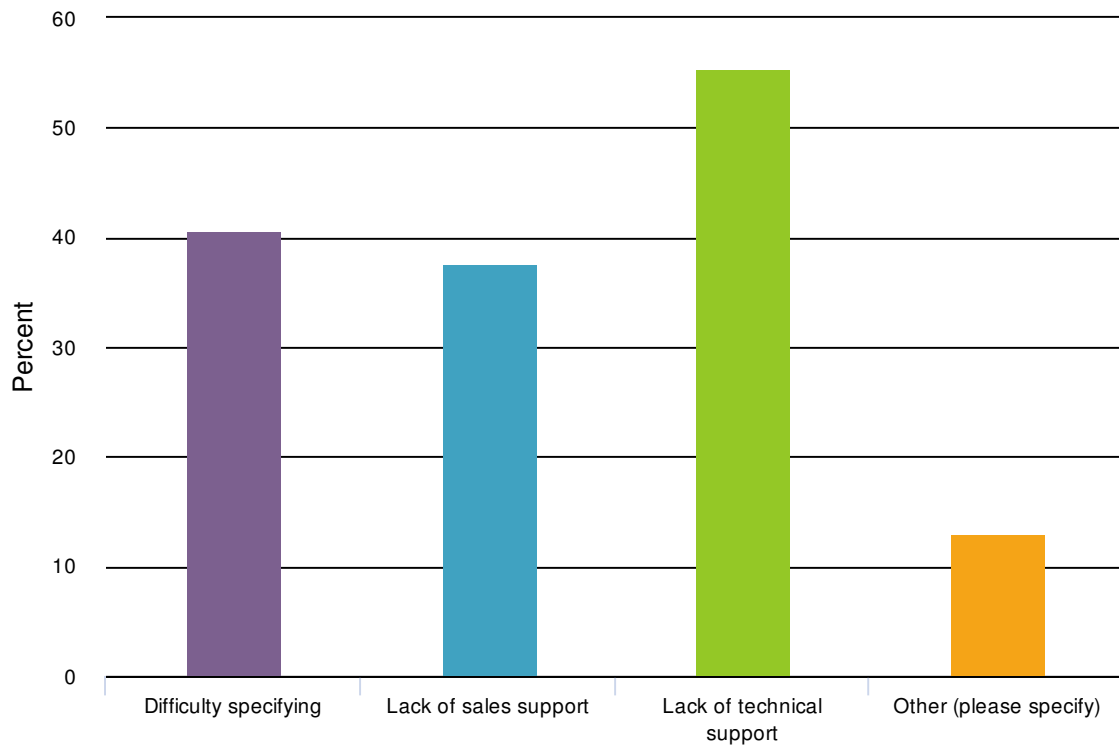
ease of obtaining reference information

ease of ordering

searching for parts when I'm not sure exactly what I need





view specs on line

7. What drawbacks have you experienced when buying online?



Value

Percent

Difficulty specifying		40.6%
Lack of sales support		37.6%
Lack of technical support		55.4%
Other (please specify)		12.9%

Other (please specify)

None

Fake items

Instrumentation and valves for the most part not commodity items like a pack of gloves. There is a real risk buying from an online catalog store as far as making sure you get the correct device to do the job you want it to do. That expertise is usually only available from the manufacturer direct or thru an authorized distribution network.

N/A

Not allowed

Not sure who it is coming from

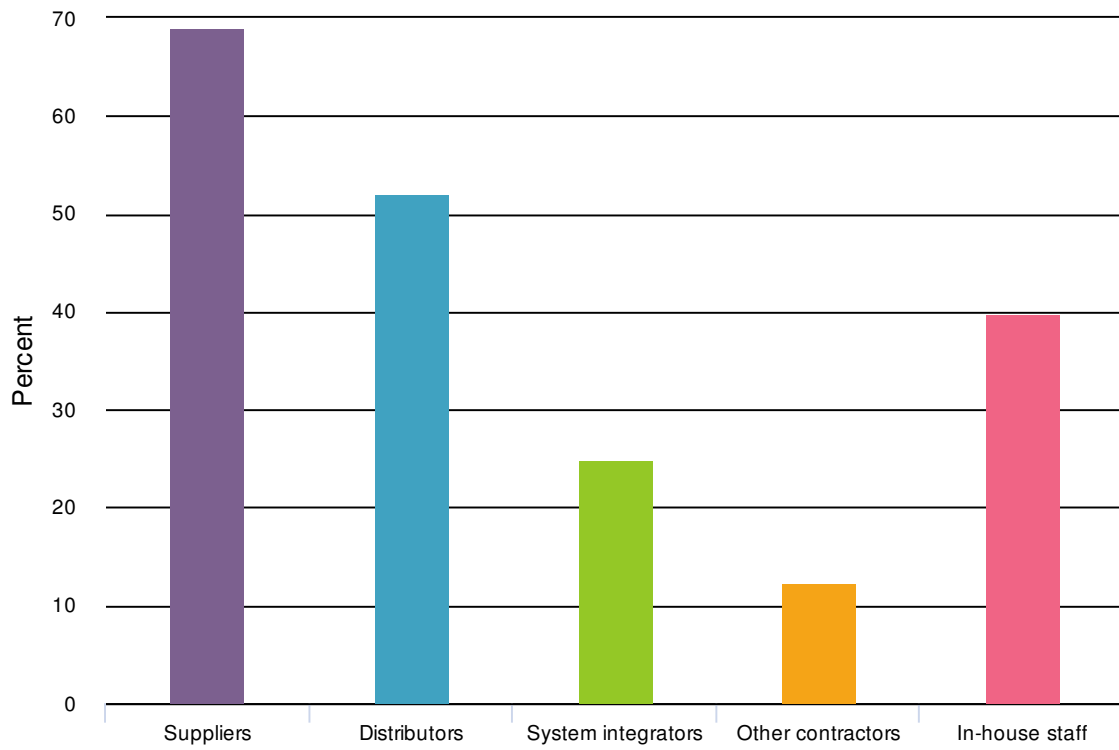
On-Line purchasing SUCKS! Why fill out a Data Sheet and wonder WHEN somebody is going to review it and get back to you? Fill out the Data Sheet and RALK to a Local Sales Person!

Price quoted on line changes when actual ordering is started

Returns

it is transaction only, they have no technical help nor do they know my business. I call local supplier for help.

8. Who do you rely on for technical support and services?

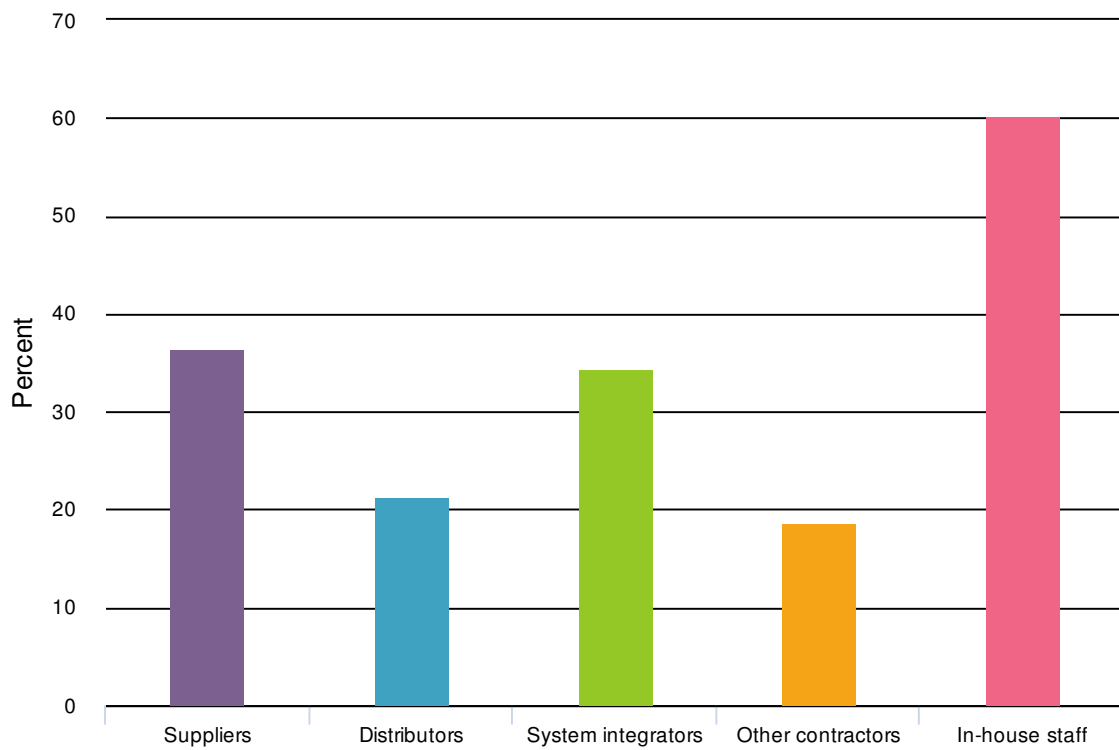


Value

Percent






Suppliers		69.0%
Distributors		52.2%
System integrators		24.8%
Other contractors		12.4%
In-house staff		39.8%

9. Who do you rely on for project design, planning and procurement?

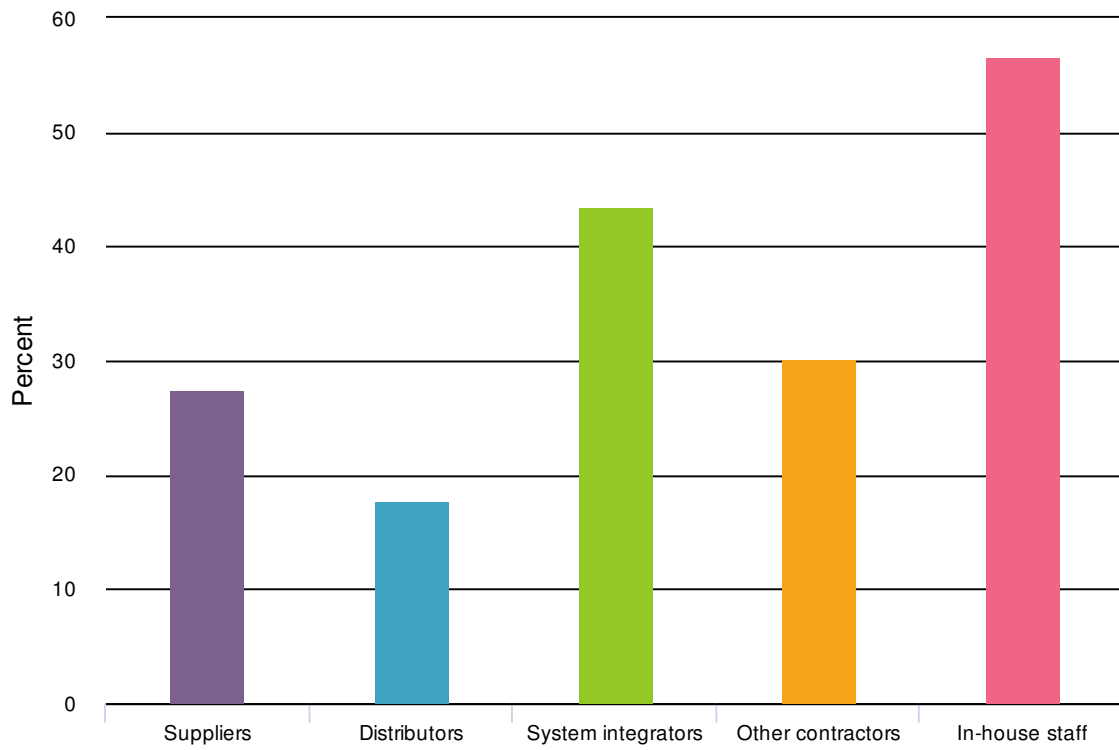


Value

Percent






Suppliers		36.3%
Distributors		21.2%
System integrators		34.5%
Other contractors		18.6%
In-house staff		60.2%

10. Who do you rely on for configuration, testing and installation?



Value

Percent

Suppliers		27.4%
Distributors		17.7%
System integrators		43.4%
Other contractors		30.1%
In-house staff		56.6%