

# Monitoring & supervision services

## EQUIPMENT MONITORING



Secure and optimal monitoring

Do you want to do away with the hassle of dealing with alarm management but be fully informed and ready to act should a problem occur? Whether you require basic alarm handling of a single pump station or advanced alarm management for an entire site, monitoring and supervision services can bring you peace of mind.

### What it is

Monitoring and supervision services from Xylem TotalCare enable you to manage your plant infrastructure without any hassle. Our standardized service portfolio is based on an extensive range of services as well as monitoring and control solutions that may be combined to meet your supervision requirements.

### How it works

We ensure efficient management and operation of your equipment and advise you when action is required. Various service levels, including remote alarm handling, supervision services and temporary data supply for condition reports, are available.

### Why it makes sense

Entrusting supervision services to Xylem saves you time and money. By using our services, you get the benefit of a complete SCADA system without having to purchase it. Plus we ensure proper operation of your equipment so you can avoid unplanned service calls.



### Why Xylem TotalCare

When you work with Xylem TotalCare services, you get secure, optimal operations that come only with broad engineering expertise in water and wastewater.

- Gain more cost-effective operation and maintenance of your assets
- Decrease the workload for routine supervision
- Reduce your environmental impact
- Reduce administration and staffing costs
- Prolong asset service life
- Get remote alarm handling, supervision services and temporary data supply for condition reports

### Case study

**CHALLENGE:** The City of Big Bear Lake, CA had installed a SCADA system 12 years ago and was characterized by inadequate range, unreliable alarms and operating software that provided limited data collection for management. Support service for the former system presented yet another issue.

**SOLUTION:** The city invested in a Flygt APP 721 controller with cellular modem for each of their 12 lift stations.

In addition the city elected to install AquaView which features programmable alarm sets, and collects a diverse set of data in real time and as a reference archive.

For crews used to nightly call-outs only to discover false alarms, the new system offers a great improvement in reliable communications. Designated personnel are now remotely paged via text messages on Smart Phones that describe the nature of any alarm and how to mobilize an adequate response.

Flygt also continues to support the city with ongoing training and a dedicated Flygt technician who remotely answers questions and helps in diagnosing problems while simultaneously monitoring tests of the stations.

**Price:** The price for monitoring and supervision services depends upon the type and size of installation(s), as well as the required service level. Please contact your local Xylem service manager for more information.



What can Xylem do for you?

Call 704-409-9700

[www.xylemtotalcare.com](http://www.xylemtotalcare.com)



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