

Monitoring & supervision services

ASSET 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 assets 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 assets 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
- All work is undertaken to established and audited standards against ISO 9001 & 14001 (Management Systems) and ISO 18001 (Occupational Health & Safety Management Systems)
- CHAS (Contractors Health & Safety Assessment Scheme) accredited
- CQMS Safety Scheme registered
- EXOR certified supplier
- Safety Management Advisory Service certified contractor

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.

Service that's a step above

Supervision			Management
(Incl. Hosting+Monitoring)			(Incl. Hosting+Monitoring+Supervision)
Monitoring			
(Incl. Hosting)			
Hosting			
(Incl. Hosting)			

Monitoring every step of the way

Hosting

Control your maintenance activities using our web-based services. Access and monitor your installations from a remote location using predetermined set points and alarm parameters. View detailed data on performance and events and use this data to create your own reports. Data transmission and backup on our server occurs regularly to ensure reliable and secure operations.

Monitoring

Let us handle all events so you can focus on your core operations. We handle incoming alarms and determine the necessary action according to your instructions.

Supervision

You get web access, manual alarm handling, reporting, interactive alarm management and assessment. We evaluate the current operating condition of your assets. You receive a more detailed report that recommends how to minimize downtime.

Management

Take advantage of all services included under hosting, monitoring and supervision as well as auditing, evaluation, optimization and performance benchmarking. We conduct safety, energy and emission benchmarking to optimize the performance of your installation, ensure conformity to environmental legislation and realize the lowest possible total cost of ownership.

Case study 1

CHALLENGE: To improve process control and monitoring of Sanitaire sequencing batch reactor (SBR) installations.

SOLUTION: Upgrading to a new Sanitaire SBR control system provides operators with better process control and remote access to technical assistance. Operators are no longer limited to a single set point for aeration cycles and now have the ability to customize on and off periods for blowers to accurately match air supply with demand; this cuts costs by delivering significant energy savings. Operators also benefit from remote access. Xylem engineers can access control data from a remote location and provide technical assistance and troubleshooting.

Case study 2

CHALLENGE: To ensure reliable supervision and control of an ozone system installed at a pulp and paper plant in Portugal that produces up to 180 kg of ozone

SOLUTION: Xylem programmers created a customized process visualisation including a SCADA connection interface that enables the customer to track specific core parameters. This makes it possible to conduct on-time data analysis and off-site troubleshooting. Further help is available by calling a service hotline where guidance from certified Xylem specialists guarantees the best possible system performance.

Case study 3

CHALLENGE: to provide a Demolition company realtime information on their dewatering pumping stations at multiple sites, on status and current flow and total flow to ensure dewatering is on schedule.

SOLUTION: To provide a dewatering pump and waterproof kiosk with VFD, Flow Meter and telemetry outstation communicating with Xylem's hosted system which allows the client to connect to their sites via the APP on their mobile or tablet, or via their laptop.



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