

# Water Treatment Plant Mobilizes Workforce to Increase Efficiency

## CASE IN POINT:



Day-to-day operations at a water treatment plant do not happen from the control room. Operators and supervisors must be able to leave their desk. However, while SCADA on a handheld device has made this easier, typical applications do not pull together underlying systems and deliver critical intelligence to drive action.

### Critical Requirements, Little Budget

This medium-sized municipality, with a small core team, wanted to increase efficiency at its water treatment plants by mobilizing its workforce with the right information – but faced tight budget constraints. Working with a GE partner, the municipality was able to use a typical, single-signature PO to implement an RtOI solution on iPads that integrates system instrumentation and controls with intelligent software.

Even with this modest investment, the benefits of RtOI can be significant – starting with consistent, efficient and accountable operations that help to lower costs, increase regulatory compliance and boost the utilization of aging municipal assets.

### Filtering Information

With RtOI, the team can filter through complex situations and sets of circumstances, managing the data from many sources and understanding what the next steps should be. Experienced operators can use the intuitive solution immediately while newer operators only require minimal training.

### Challenges

Tight budget – with high municipal demands

Need to facilitate remote field and plant assets

### Financial and Operational Benefits

More efficient operations – not tied to a physical station

Greater accuracy in Predictive Maintenance, based on real-time data

Visualization and control by role

### Results



Operations Efficiency



Equipment Downtime



Faster Response To Maintenance Issues



Time Required For Documentation To Meet Regulations

The municipality appreciates the easy interface and KPI display, since it faces imminent retirement of several key workers and has frequent turnover of its younger operators.

Proficiency Mobile makes it easy to understand real-time and historized data – with analytics, alarming and task management capabilities guiding operators from being reactive to instead taking steps that are preventive – regardless of level of experience.

### **Best Practices, Better Information Sharing**

The solution's Notes capabilities allow for quick field documentation, helping to meet regulatory requirements and Standard Operating Procedures, while facilitating information sharing across the team. With role-based displays, operators have access to control capabilities while managers are served only high-level views.

Additionally, new geo-intelligence allows the municipality to dispatch a field operator to take action based on a specific asset's geographical location. The operator can know not only which asset, such as a pump, needs immediate attention but can also receive the alerts and notifications necessary to understand which specific component to address and the step-by-step tasks to complete. This intelligence significantly speeds response and allows for more consistent plant operations.

### **KPIs on Demand**

Furthermore, by using KPIs displayed on a simple, secure-by-design app built for consumer devices, plant managers can optimize the operations of the municipality's aging assets. They can also prioritize equipment replacement based on intelligent metrics, instead of age or other basic criteria.

While this municipality knew that RtOI was the right step to take, the team thought that budget constraints would make it impossible to implement. However, their modest investment has taken their operations to the leading edge of technology – and will continue to provide returns for many years.

The case in point scenarios are based on customer interactions and GE expertise. Customer results will vary. Contact your local GE representative to value map RtOI in your organization and estimate benefits to secure project approval.



### **The Right Actions, Every Time**

Make every operator an expert with interactive, step-by-step instructions from GE's Proficiency Workflow and Mobile Tasks. Guide operators through the right actions to reduce variation in performance. Capture the knowledge of your best operators, using an easy admin tool to digitize work processes. Interface with your CMMS for condition-based asset management, automatically moving from condition detected to work request to action. That means less downtime, maintenance, risk – and lower costs.