

MEDICAL DIAGNOSTICS MONITORING SOLUTION

CASE STUDY | Pharmaceutical



| The client's needs

When a medical diagnostics company required a **new water treatment monitoring system** to **improve performance calculations and prevent unnecessary alarm call-outs** for staff, the water treatment experts at Veolia in the UK provided the ideal solution.

As a manufacturer of clinical products, it is vital that the medical diagnostics company is able to **monitor data and record trends** to ensure its compliance with various regulatory bodies. This includes knowing when its various instrument parameters and operating systems reach specific levels, so that preventive action can be taken if necessary.

| The solution

In the space of a weekend, Veolia installed its bespoke Hubgrade system, providing **24-hour remote monitoring** of the site's water systems and accurate trending of plant performance through a secure private portal.

A reliable source of purified water is also critical to the company's work and for this reason it depends on a previously installed Veolia's IonPro™ LX system which uses reverse osmosis and continuous electrodeionisation (CEDI) to produce high-purity water with low levels of bacteria.

However, without a water treatment monitoring system, it was impossible to differentiate between the general and specific alarms of the company's technology and staff often did not know if immediate action was required when an alarm was produced.

This resulted in numerous unnecessary night and weekend call outs by staff and trips to the plant room to take data readings. A new system was required that would **monitor the plant automatically** and send appropriate **notifications** for different situations with indications of urgency.



Dundee, Scotland

| The client

A pioneering medical diagnostics company focused on the development and manufacturing of in vitro diagnostic tests for use in clinical laboratories.



| Key Features

- The medical diagnostics company required a water treatment monitoring system to improve its performance calculations and prevent unnecessary staff call-outs.
- Veolia installed its bespoke Hubgrade Essential, providing 24-hour remote monitoring of the site's water systems and accurate trending of plant performance through a secure private portal.
- The Hubgrade Essential system was compatible with the sites pre-existing Veolia IonPro™ LX which uses reverse osmosis and continuous electrodeionisation (CEDI) to produce high-purity water with low levels of bacteria.

| The benefits

For the client this has saved time for staff members and reduced the costs of covering call-outs; the company is now hoping to phase out overnight cover shifts onsite altogether. On top of monitoring capabilities, the Hubgrade package is also able to trend how the plant is performing, providing an automatic audit trail for the site with increased data accuracy. Veolia's Hubgrade digital services offer a flexible range of solutions and can be tailored to suit a variety of system requirements. It is compatible with new or existing, Veolia and non-Veolia, plants and technologies and allows for easy access to a wealth of monitoring data via a secure digital portal.

| Process description

As the medical diagnostics company already used the Veolia IonPro™ LX, they approached Veolia in the UK to provide a solution. Veolia had recently launched its bespoke Hubgrade system – a web-based platform that allows users to **remotely monitor and manage water treatment systems on any device, via a secure and private portal.**

The bespoke Hubgrade system was selected as the ideal solution and installed to monitor the IonPro™ LX as well as four individual water loops, a nitrate analyser, an inline Total Organic Carbon (TOC) line cell and multiple leak detection units.

The site's alarms were then altered to allow staff to easily distinguish between when immediate action was required and when attention was less immediate, preventing system errors from being overlooked whilst also reducing unnecessary callouts.

Veolia

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