

POWER MARKET

CASE STUDY | Industry



| The project scope

In November 2019 Veolia Water Technologies was hired by the customer to **operate the reverse osmosis units of the thermoelectric plant** for a five month period, using Hubgrade.

The full benefit of Hubgrade emerged when the customer's plant required **more water as one of the reverse osmosis units was down for maintenance**. Due to covid-19 international travel was impossible and so a specialist could not make it to site. However, Hubgrade Assist held the solution.

| The problem

A power facility in Brazil needed immediate intervention to assist with **reverse osmosis repositioning, parametrization and troubleshooting** for a large gas power plant - reverse osmosis desalination water treatment plant. The project had to adapt with covid-19 work-style. The crisis had also restricted mobilization of the expert resources from Germany to carry out these activities for the end client.

| The action

To successfully carry out the **maintenance, reparameterization and commissioning of the system**, it was possible to remotely contact the three interested parties: the water technologies experts at Veolia in Germany, Veolia's team in Brazil and the end customer through the use of augmented reality; a feature of Hubgrade Assist.

Hubgrade Assist provided **real-time access** to Veolia experts so the customer could overcome this operational issue with reliable **remote assistance**.

| Key benefits

- Agility
- Efficacy
- Cost benefits



| The client

The customer is a leader in the power industry who focuses on creating next-generation power technologies as well as improving the power networks of today. Their innovative solutions aim to make power more affordable, reliable, accessible and sustainable.



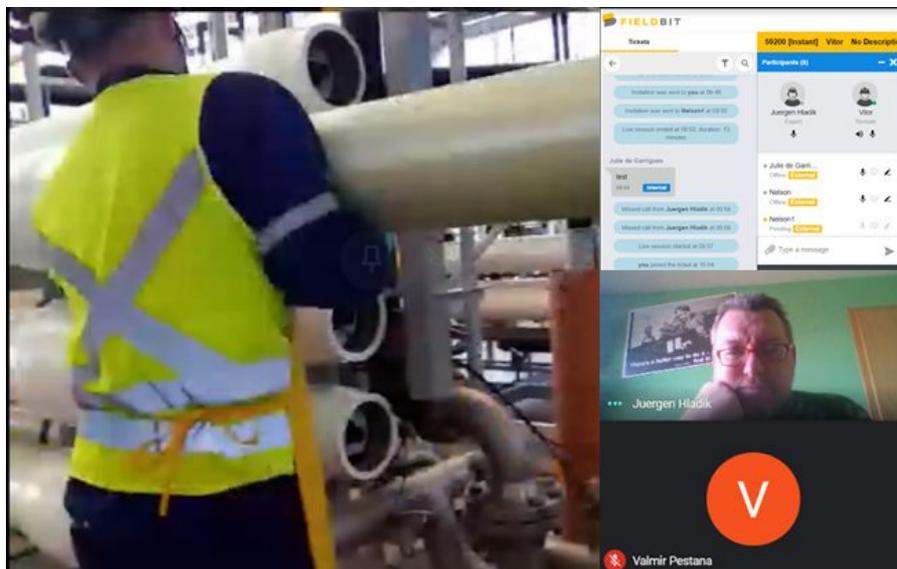
| Client benefits

Service carried out on time and without risk

- Reduction in the cost of carrying out the service by up to 60%
- **Time gained and cost reduction:** The client needed to do the RO's parameterization before the beginning of April 2020. But in the covid context, the borders were closed and no action was possible without a digital solutions. Indeed, Hubgrade Assist allows the customers to have support and advice to overcome all operational issues thanks to the remote expert assistance feature this solution is offering.
- **Tuning / alignment with the client:** with the exception of the field team that carried out the guidelines that the specialist from Germany provided, all the contests were carried out online, the alignment meetings between water technology experts at Veolia in Brasil, the team in Germany and the customer, and also with the use of Fieldbit (Hubgrade Assist) to do the interaction with the field team. It was a great example that industry 4.0 has the power to accomplish great things.

To improve the benefits, a way could be studied to allow the field operator to listen better to the guidelines from the specialist, because near the equipment RO there is a lot of noise, the operator needed to wear an ear protection as it was not easy to listen to the specialist's instructions.

The solution was to use a shell-type ear protector and use headphones inside it. But this observation point remains for us to evolve further.



Veolia Water Tech

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