

PREVENTING DISRUPTION AT HALTON HOSPITAL WITH HUBGRADE

CASE STUDY | Digital



Thanks to its industry leading Hubgrade digital monitoring system, the water treatment experts at Veolia in the UK were recently able to rectify a water systems breakdown at Halton General Hospital.

Resolving the issue within half an hour and without needing to dispatch system engineers, Veolia utilised Hubgrade to prevent significant on-site disruption that could adversely affect the hospital's level of care for its patients.

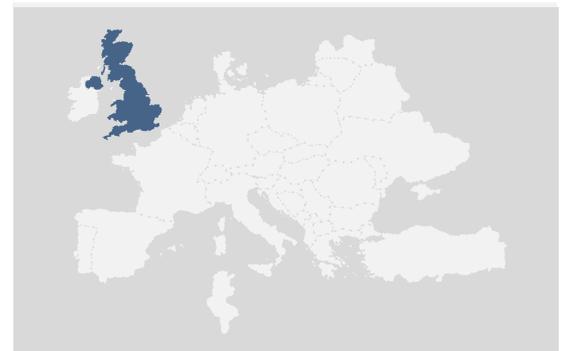
| The client's needs

Since it was first installed in July 2019, the Veolia water treatment system in the Endoscopy Department at Halton General Hospital had provided reliable, efficient performance. The reverse osmosis system, which comprised of Veolia's Thermanpure™ 300 Duplex Unit, as well as the company's Hubgrade digital monitoring system had supplied water to washers in the facility effectively upholding water quality levels in the process. However, following a sudden change to the hospital's water supply, the system was unable to function – preventing any supply of water.



Due to the change to the hospital's water system, microbial levels in the water dropped below what the system had been initially programmed to recognise. Unusually, the water had become too pure and was no longer triggering a response from the existing Thermanpure™ 300 Duplex Unit. Fortunately, as the client was signed up to our Hubgrade digital monitoring services, we were able to resolve the problem over the phone incredibly quickly.

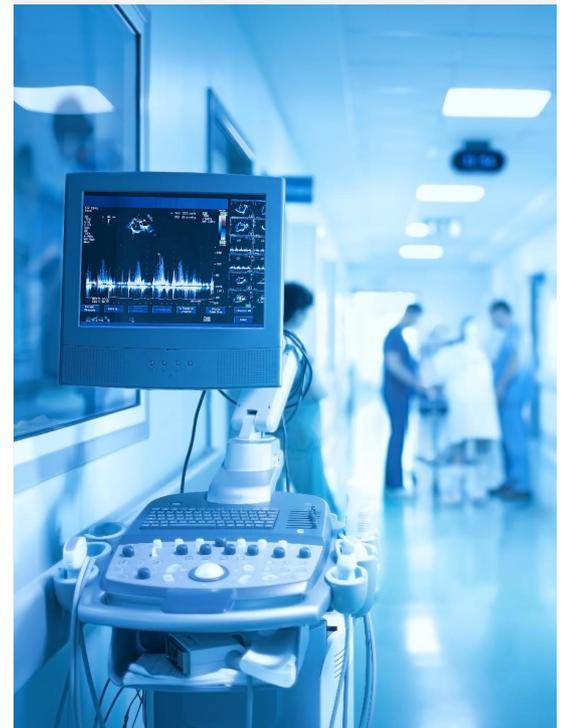
Simon Whittingham, Service Support Manager for Process Water at Veolia



Runcorn, UK

| The client

Runcorn, Cheshire - Halton General Hospital NHS facility.



| The solution

With Hubgrade, healthcare facilities can benefit from a smart digital solution that allows its users to monitor pure water production, address specific water optimisation needs and respond to challenges throughout the water cycle.

Showcased at Halton General Hospital, the advanced user interface provides complete monitoring of all fixed installations and mobile water treatment units, as well as remote access from Veolia's dedicated service team to support process engineers and site operators.

Additionally, in the event of an issue occurring on-site, Hubgrade can provide real time equipment data and send urgent alerts to users' tablet or smartphone devices.

| Results

The experienced team from Veolia was able to utilise remote access to the hospital's portal dashboard and identify the issue remotely, before recommending an effective remedy to the on-site technicians.

As such, Halton General Hospital was able to get the system back up and running within 30 minutes. The use of Hubgrade helped to mitigate the potential for on-site disruption, which could have adversely affected the hospital's patients and staff.



Thanks to the Hubgrade digital monitoring service we were able to resolve a small technical issue before it snowballed into a disruptive episode, which would have affected work on-site. The speed with which Veolia in the UK was able to identify and then rectify the issue was really impressive. Ultimately, without Hubgrade in place, we would have had to call a Veolia engineer out to site and could have potentially lost crucial access to our washer systems for 24 hours.

Paul Jones, Halton Estates Team Leader at Halton General Hospital



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