

Improving Management of Sewage Systems

Today's sewage systems are a vital part of our lifestyle's infrastructure: a reliable service we take for granted. One company providing this reliability is Innoflow Technologies, who install and manage sewage systems. Innoflow use Digital Telemetry services to manage their equipment in remote locations, improve customer service levels and reduce costs.

THE CHALLENGE

Reliable connections to remote sewage controllers over standard telephone "landlines" is often impractical, expensive and inconvenient. Innoflow tried wireless modems, but this proved challenging and unreliable. Without confidence in communications, cost effective monitoring and support of equipment is difficult. A more robust and convenient connection to the sewage controllers would reduce installation costs, improve service response times, cost effectiveness and customer service levels.

THE SOLUTION

Innoflow now manage their remote sewage devices over the Internet from anywhere in the world. Digital Telemetry have provided a secure link between authorised Innoflow engineers and their equipment.

The Xtensor® modem attached to each sewage controller provides the connection with no changes to the standard Innoflow equipment. Digital Telemetry monitors the systems 24x7 and email/SMS/Pager alerts are sent to Innoflow when things need attention. Authorised Innoflow staff manage the controllers over the Internet: they connect to Digital Telemetry's network, which provides a seamless link between Innoflow software and the sewage systems.

Your data

Innoflow's Orenco sewage equipment controller.

Xtensor® modem connected to the controller's RS232 serial port, pretending to be a standard modem, invisibly adding enhanced monitoring.

Connection

Xtensor® modem maintains a 24x7 connection to the Invisibridge® network using a Vodafone GPRS link

Authorised Innoflow staff access the Invisibridge® network from any Internet connection in the world

Your Access

Innoflow staff connect to their controllers over the Internet, using a connection provided by Digital Telemetry

SMS/Pager and email alerts are sent to Innoflow staff when monitoring systems detect a situation requiring attention.

THE PAYOFF

Improved customer service, improved responsiveness to monitor alerts, and improved control over the timing and effectiveness of site visits. And all of this with reduced installation and operational costs.

The new remote connections mean engineers can now easily, quickly and predictably login to manage sewage equipment from their offices. When a monitor alert is received, response is quick. The result is fewer unnecessary site visits, and better control over the necessary ones.

Installation effort and costs have both been reduced.

Improved support of equipment and better customer service with less waste of valuable resources.

Innoflow have all the benefits of 24x7 wireless connectivity, with none of the hassles involved in managing the networks and communication equipment themselves.