



Revolutionary App Transformed Water Treatment Operations at Metropolitan Water Supply Body

Improved Efficiency, Effectiveness, and Data Quality

The Water Treatment Operations (WTO) team at the water supply body in the metropolitan area plays a crucial role in ensuring the quality of water at seven different facilities throughout the city. However, the team faced several challenges with their outdated manual, paper-based system for collecting and analyzing data. This system was time-consuming and inefficient, making it difficult to review and analyze information and leading to delays in decision-making and reporting.

To address these challenges and improve the efficiency and effectiveness of the Water Treatment Operations team, Acuvate proposed the WTO Field App, a custom Power App built on the Power App platform with insights and analytics provided by Power BI. The app had several key features that addressed the challenges faced by the team, including:

01

Real-time collaboration

The app enabled real-time collaboration within the team, improving communication and coordination.

02

Notifications

The app sent auto notifications to keep team members informed and up-to-date.

03

Offline data collection

The app allowed for offline data collection, ensuring that important information could be recorded even in areas with limited or no internet connectivity.

04

Contextual history

The app provided a history of context information, giving valuable insights and context for future reference.

05

Custom activity feeds

The app had custom activity feeds for easy communication and collaboration between team members.

The implementation of the WTO Field App resulted in several benefits for the Water Treatment Operations team. It reduced the reliance on paper templates and manual data entry into Excel spreadsheets, ensuring data quality and consistency through built-in validation and timestamped entries. It also eliminated the need for labor-intensive manual to digital transcription by back-office staff, saving up to 80% of the time previously spent on these tasks and freeing up valuable time and resources for more meaningful work.

The screenshot displays the 'Water Treatment Operations App' interface. On the left is a sidebar menu with icons and labels for 'Daily Sheet', 'History', 'Role Management', 'Site Management', and 'Dashboard'. The main area shows a data entry form for 'Site INFO' and 'Sodium Hydroxide Tank reading (Gals)'. The 'Site INFO' section includes fields for 'Site : Uptake 1', 'Time : 12/28/2022 16:03:53', and 'WSM : BWSWTOapp1, BWSWTOapp1'. The 'Sodium Hydroxide Tank reading (Gals)' section has fields for 'Tank #4602 (Gals)', 'Total (Gals)', 'Usage (Gals)', 'Delivery in Gallons', 'Tank #4603 (Gals)', 'Previous (Gals)', 'Delivery in pounds (lbs)', and 'Estimated Usage (Gals)'. The 'Sodium Hydroxide Metering Pump Settings' section includes fields for 'Speed %', 'Stroke', 'Pump Discharge (PSI)', and two rows of settings for pumps #1 and #2, each with a dropdown menu and input fields. A 'Save and Continue' button is located in the top right corner. At the bottom, a navigation bar shows six tabs: '1 Site info', '2 Sodium Hydroxide', '3 Water Quality & Dosage', '4 Sodium Hypochlorite', '5 Sodium Hypochlorite LVCF', and '6 Comments'.



The app provided real-time collaboration and communication between team members, improving efficiency and coordination, and allowed for offline data collection and automatic synchronization when connected to the internet, ensuring that important information was not lost due to connectivity issues. Through powerful Power BI dashboards, supervisors also had greater visibility into all functions and historical data.

Overall, the implementation of the WTO Field App has transformed the way the Water Treatment Operations team works and make a real difference in the quality of water being treated for the citizens. It enables the team to make informed decisions and report on data promptly, improving their operations' overall efficiency and effectiveness. By eliminating labor-intensive manual processes, it saves time and resources for more critical tasks, enhancing the team's productivity and impact.



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