



PREVENTING DISRUPTION AT HALTON HOSPITAL WITH HUBGRADE



Thanks to its industry leading Hubgrade digital monitoring system, Veolia Water Technologies UK (VWT UK) was 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, VWT UK utilised Hubgrade to prevent significant on-site disruption that could adversely affect the hospital's level of care for its patients.





Background & Client



Background

Since it was first installed in July 2019, the VWT water treatment system in the Endoscopy Department at Halton General Hospital had provided reliable, efficient performance. The reverse osmosis system, which comprised of VWT UK's Thermapure™ 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.

Simon Whittingham, Service Support Manager for Process Water at VWT UK commented:

“ 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 Thermapure™ 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. ”

Client Needs

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 VWT UK'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.

Thermapure™ 300 Duplex Unit





Solution & Results



Solution

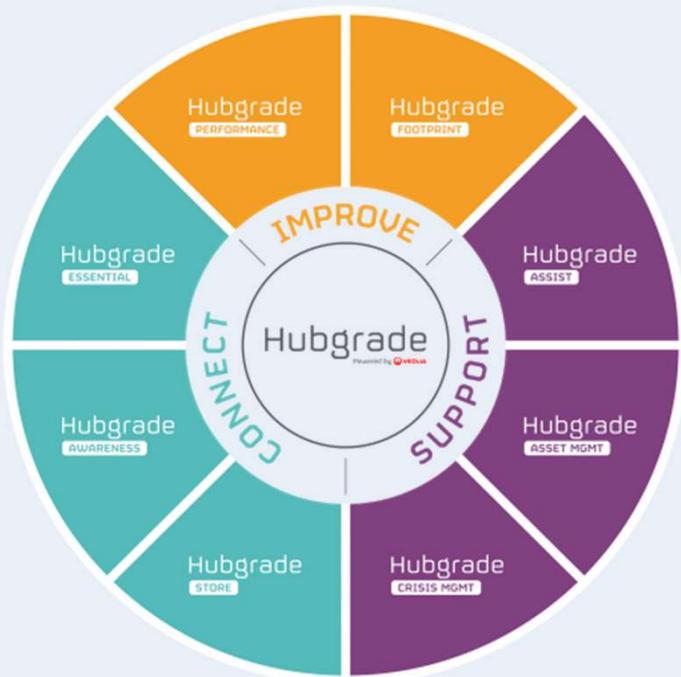
The experienced team from VWT UK was able to utilise remote access to the hospital's portal dashboard and identify the issue remotely, before recommending an effective remedy to the on-site technicians.

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.

Results

Paul Jones, Halton Estates Team Leader at Halton General Hospital commented:

“ 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 VWT 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 VWT UK engineer out to site and could have potentially lost crucial access to our washer systems for 24 hours. ”



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