



Wipro's pipeline network monitoring



Non-Revenue Water (NRW) has been a major concern for the water industry over the last few years. Reducing NRW and improving efficiency of the water providers is the need of the hour.

Optimizing water supply by improving operations



Image processing using Open Source solution OpenApp Insights platform: Ability to click an image of a part and get instant details such as material details and inventory.



Enterprise data merged with weather details for prioritizing field work: Alert location is identified and related weather information is shown.



Instant work order creation notification to field engineer with voice navigated app for ease of use: Mobile or voice notification to field engineer on work order creation.

Wipro's Pipeline Monitoring solution

Reducing NRW and maintaining it at target levels is an important task for any service provider seeking to improve the quality of service, financial soundness and creditworthiness. Built on an SAP Cloud platform, Wipro's Pipeline Monitoring solution monitors pressure and flow rates of water through the pipeline network and identifies even minor leakages which can cause bigger losses. The solution is deployed by connecting sensors using cable to ensure coverage in remote areas and underground pipes. It provides a single view of the complete supply network and one click work order creation enabling automated notifications to field engineers.

Key features

- **Reducing revenue loss:** The solution helps to identify theft or leakages and reduces the delta between amount of water pumped into the distribution system and amount of water billed to customers
- **Asset maintenance:** By accessing real time values across the pipeline network, the solution enables quicker service and predictive maintenance through pattern recognition
- **Customer satisfaction:** In case of supply disruption, immediate alerts allow better supply coverage and timely communication to the customers

The solution provides a single view of the complete supply network and one click work order creation enabling automated notifications to field engineers.

- **Process efficiency:** The solution allows planning on newer business models and optimizes overall process to improve efficiency

Business benefits

- **Increased efficiency:** Curtails the revenue loss due to water leakage (ranging from 10 to 30% across different parts of the world) to a negligible level
- **Asset monitoring:** Reduces the SLA of a field visit from 5 – 7 days to 2 days for a minor issue and less than 24 hours in case of a major issue.
- **Maintenance monitoring:** Prioritizes maintenance activities with a view of weather in that area and verifies fixes by field engineers by monitoring sensor data
- **Increased customer satisfaction:** Enhances customer satisfaction due to lesser disruption in water supply, especially in an increasingly regulatory market such as the UK

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