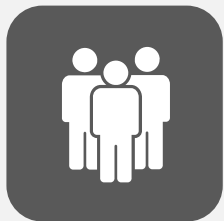# Changing the Game in Water Operations and Maintenance

Traditional O&M missing cost-saving and revenue generating opportunities

Expensive – too many dedicated resources

Reactive – fixing problems hours or days after occurrence

Fragile – tribal knowledge concentrated in an aging workforce

People

- Experts on W/WW systems
- Consolidate traditional roles through automation
- Local support to fix issues on the ground

Technology

- Remote systems operation center for 24/7 monitoring
- Analytics and predictive approaches to head-off issues
- Smart water technologies deliver a connected experience

Processes

- Systematize SME knowledge for operations continuity
- O&M models built on industry best practices
- Continuous improvement methodology drives y/o/y cost savings

Impacts

- Reduce cost, staffing, and overhead for daily O&M
- Improve water service quality and reliability to end customers
- Transform to data driven model and value

Brock O&M offering typically save $500k - $1M annually

BROCK solutions