

Heat Utility in Denmark Pro-actively Responds for Stronger Machine Health and Reliability

RESULTS

- Machine health data is acquired and analyzed for users
- Alarms with thresholds in place make true visibility a reality
- Water distribution pumps are efficiently monitored
- Anytime, anywhere access to enter, monitor and manage data
- Asset maintenance is now pro-active instead of misaligned
- Equipment reliability increased with preventative maintenance
- Reliability increases in equipment and heat is reliably produced



APPLICATION

Zedi Access™
Zedi Go™ mobile app

CUSTOMER

Large city district heating utility in Denmark with more than 2 million population in the wider metropolitan area

CHALLENGE

Large European city needed a better way to enable reliable heating to its community with more actionable data insights, clearer and easier to understand data analytics with consolidated dashboards for remotely located assets to better manage alarms and proactive maintenance scheduling.

Labor costs had sky-rocketed due to a strained workforce availability to perform routine, and often unnecessary maintenance. They needed a better way to monitor and manage the usage and determine deployed asset maintenance scheduling while reducing overall costs.

Internal experts, as well as third party providers needed visibility to ensure the data was actioned correctly upon and full value was easily seen across many people and departments that would encourage faster reaction times and more proactive measures could be easily implemented with communications across all authorized users.

“We quickly discovered how we could better manage our asset maintenance scheduling and it has changed how we operate for the better with accurate alarms and actionable data that we can pro-actively keep the heat on more reliably for our community we proudly serve.”

Large European city Heating District
- VP Operations and Equipment Maintenance

SOLUTION

Complete end user training was provided to all relevant staff with a video call and followed up with several easily accessible videos for quick tips and tricks on how to set up and use the Zedi platform to deliver exactly what they needed for end result data.

Fast improvements were realized when the customer gained work-flow and equipment reliability through the Zedi IIoT platform with easy access for authorized personnel and third parties to get actionable analytics and easy to understand data that helped define a prescriptive maintenance schedule that eased workforce stress and made the most of every hour in every day instead of wasting trips to site that didn't need anything. This also presented clearer insights into what was needed at each site and location for tools and parts before even leaving to go there.

Alarms were set at distinct thresholds for authorized users to be notified of set circumstances to better monitor and manage machine health and deployed asset stress.

Communication across the entire utility staff and third party providers was now easy, and clear with everyone working from the same data and dashboards that were relevant to each user to know exactly what was needed when and where.

Zedi Go, the mobile app was downloaded by most of the staff to have access to enter, monitor and manage operations from anywhere, at anytime of the day or night.



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