

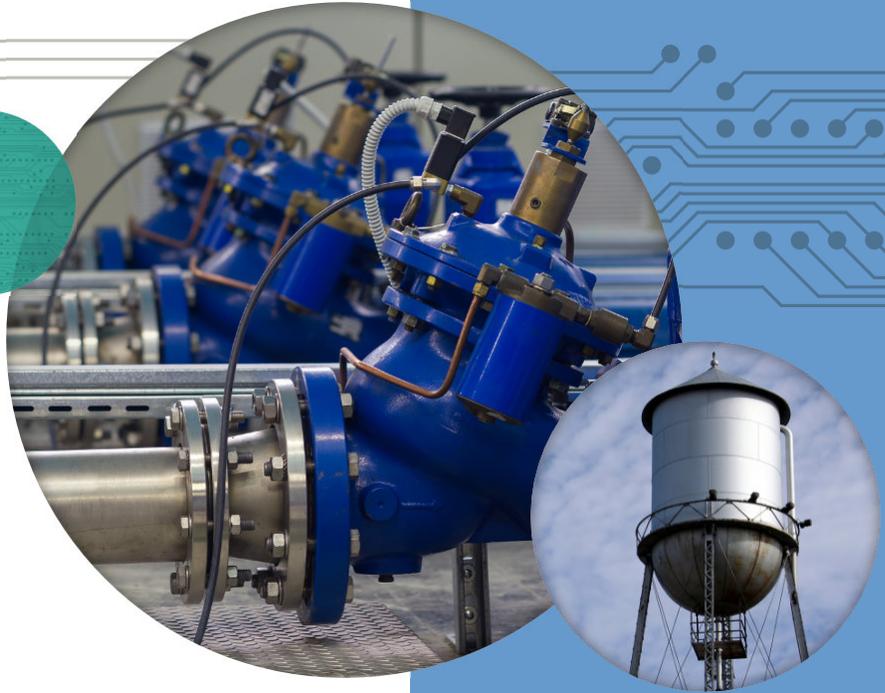
Wastewater Tracking in an Age of Heightened Concern

Powered by MultiTech

Looking at the underlying system for monitoring the flow of wastewater is not typically a topic of common conversation. However, new worries on hygiene and health have elevated the topic as a concern, with new priority given to ensure effective, no-risk wastewater processing. Receiving accurate wastewater data has never been more critical for municipalities that are faced with the challenge of controlling these systems and accessing operational information to improve workflow and ensure compliance.

What exactly is wastewater? It is defined as any "used water from any combination of domestic, industrial, commercial or agricultural activities, surface runoff or stormwater, and any sewer inflow or sewer infiltration". It is no surprise that wastewater plants are essential for protecting public health and the environment. Ensuring the wastewater facilities utilize the latest technologies is the first step toward a seamless solution.

With over 15 years experience in serving over 100 municipalities, including remote areas with spotty Internet service, cloud-based solution provider Data-Command was ideally suited to take on the challenge of adding new municipalities to its roster while improving data communication and access in both rural and urban locations.



Problem

A major challenge in monitoring wastewater is obtaining proper data communications within the entire process.



Solution

MultiConnect[®] rCell 100 Series Industrial Cellular Router

Benefits

Data-Command was ideally suited to take on the challenge of adding new municipalities to its roster while improving data communication and access in both rural and urban locations.

“In 2005 our first client went online with our solutions,” said Glenn King, CEO at Data-Command. “Keep in mind web browsers were just starting to hit mainstream, this was before smartphones were part of our everyday lives, before the word “cloud” existed and the Internet was like the wild west.”

A major challenge within monitoring the wastewater system is obtaining proper data communications within the entire process. This becomes problematic when there is no Internet service at certain sites. To address these challenges, Data-Command required a singular cellular device that had an Ethernet port, built in PPP stack, was stand alone, reliable and cost effective. Gaining continuous remote access using Device Manager was a top priority for its routers.

“In the earlier days, 8 years ago, some of the other communication device providers met the requirements but they were about twice the cost,” said Glenn King. “MultiTech’s ability to meet all of these requirements, on top of their excellence in service, good technical support and options in carriers ultimately tipped the scale.”

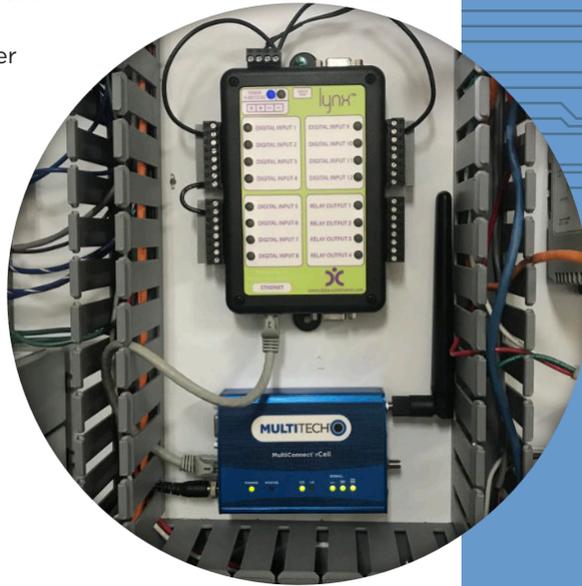
Specifically, Data-Command opted for the **MultiConnect® rCell 100 Series** of industrial cellular routers which offers both a serial or Ethernet interface platform optimized for M2M (machine to machine) or IoT (Internet of Things) applications. “Utilizing the rCell we were able to provide an alternate solution to locations that were not accessible by more conventional means,” continued King. “Those locations that were not equipped with wired Internet access were provided with an easy and immediate fix.”

Data-Command no longer needs to visit sites as frequently and now issues can be resolved remotely. “The heightened response and correction time improves customer satisfaction and confidence.”

About Data-Command

Founded in 2002, Data-Command has been providing cloud based monitoring solutions of remote equipment and processes for industrial, utilities, and commercial applications since 2005. With experience in wastewater treatment and collection systems, water treatment and distribution systems, storage tank monitoring, district energy and others, Data-Command has a proven track record of increasing the efficiency, reliability, and security of these systems.

For additional information, contact: sales@multitech.com



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*Glenn King,
CEO,
Data-Command*

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