



CASE STUDY

DESIGNED FOR RURAL WATER



PROJECT NAME:

SCADA designed for Rural Water

CLIENT NAME:

Dutch John Water Treatment

OVERVIEW

The Dutch John Water Treatment Facility in Daggett County, Utah, treats water from a nearby lake (Flaming Gorge) to supply drinking water to the residents. The facility faces major challenges when their SCADA system fails because of its rural location. Repairs become difficult and costly when a technician is needed because of the remote location and a restricted budget.

Ultimately, this has made finding a dependable SCADA provider difficult. The facility had problems with three SCADA providers in six years, so they wanted a more dependable option. This led to finding SimpliSCADA, a cloud-based system that fulfills the facility's requirements without costly maintenance delays.

CHALLENGES

Major issues with other systems included high costs, long service delays, the need for technicians often, and frequent downtimes. The 2-3 week wait for on-site maintenance created extended operational interruptions. Interruptions paired with paying technicians for a full day (traveling included) for only a half day of work added a financial strain to the department. Because of the absence of reliable remote access and automated alerts, the team had to spend more time on-site doing tasks manually. This diverted attention from other responsibilities and increased overall workload while reducing operational efficiency.





THE RESULTS

- ✓ **Enhanced Remote Access and Mobile Functionality**
Mr. Brooksby can now manage nearly all SCADA functions remotely, saving time and improving response rates. The platform's user-friendly design enables him to control operations directly from his mobile device, eliminating the need for frequent trips to the facility.
- ✓ **Reduced Maintenance Costs and Downtime**
Operating in the cloud has eliminated costly on-site maintenance and reduced ongoing costs associated with servers and third party software. The ability to make changes himself to reporting has allowed Mr. Brooksby to manage updates more efficiently, minimizing downtime, and avoiding additional technician fees.
- ✓ **Responsive Support and True Partnership**
SimpliScada's customer service has consistently exceeded expectations. Mr. Brooksby shared, "They're only a phone call away. Ninety-nine percent of the time, they answer. If they don't, they always get back to us quickly." SimpliScada's team provides prompt support and listens to client input, implementing improvements based on the facility's unique needs. This partnership approach has fostered a strong sense of collaboration and trust.

WHY SimpliScada?

SimpliScada's end-to-end cloud-based solutions offer an ideal solution. It's affordable, simple, and has remote access capabilities. The pricing was significantly less than other options since there are no VPNs or servers needed. Mr. Brooksby was delighted to learn about the additional cost savings associated with eliminating servers and third party software. With no coding needed, the team can handle many operational tasks without waiting for a technician. This makes SimpliScada a workable choice for Dutch John's budget. In addition to the cost, SimpliScada's flexibility in adapting the platform to the facility's individual needs sealed the deal. Trevor Brooksby, Dutch John Water Sewer Operator, commented, "They're always willing and able to tailor the platform to our requirements."

CONCLUSION

SimpliScada's cloud-based solution has transformed SCADA operations for Dutch John Water Treatment Facility. By addressing the challenges typical of small, remote water facilities, SimpliScada has proven itself to be a dependable and affordable platform for this community. The system's ease of use, coupled with dedicated support, offers Dutch John an efficient, modern approach to water management. Mr. Brooksby believes that if SimpliScada continues on this path, it has the potential to become an industry leader for small water departments in Utah and beyond. "It's an excellent platform for small communities."

IMPLEMENTATION & ONBOARDING

Implementing SimpliScada was smooth overall. The setup process was straightforward with the zero-touch configuration. SimpliScada's "black box" system—meaning the SimpliLink Hub—was smoothly integrated, and removed the need for third party communication software. Additionally, the support team gave Mr. Brooksby helpful guidance along the way. The quality support made him feel comfortable with the new system. Trevor Brooksby states, "The platform is very simple and user-friendly. If you've had any experience with other platforms, theirs (Simpli Scada's) is really simple to get into." Mr. Brooksby also noted that training a new employee on SimpliScada's system was much more simple than other SCADA systems.

