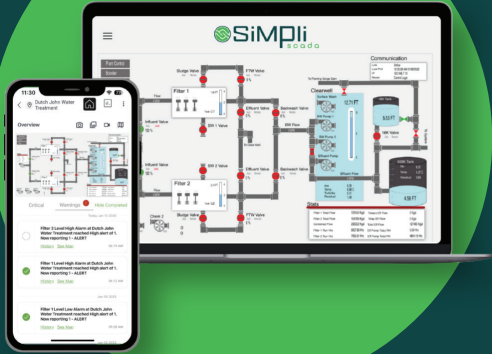




# CASE STUDY

## Streamlined Operations

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### PROJECT NAME:

Streamlined Operations

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### CLIENT NAME:

Neola Water District

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## OVERVIEW

When you're managing a rural water district, reliability isn't a luxury it's survival. For The Neola Water District in Duchesne County, UT, that reliability had been slipping further out of reach with each passing month.

Neola Water District is responsible for delivering reliable, clean water to its rural community. With limited staff and critical infrastructure spread across multiple sites, dependable system monitoring and responsive support are essential to daily operations.



## CHALLENGES

Before switching to SimpliSCADA, Neola Water District struggled with unreliable SCADA performance and poor vendor support. Communication issues made it difficult to get timely assistance, leaving Brian without clear visibility into system status when problems occurred. System downtime lasted longer than necessary, and promised remote monitoring capabilities failed to deliver consistent, real-time insight. Without dependable alerts or system transparency, managing operations become reactive instead of proactive, creating daily stress and operational risk.

# THE RESULTS



## Remote Visibility from Anywhere

Brian can now monitor and operate the district's system directly from his phone or computer, whether he is on-site or off-duty. This constant access to real-time data has eliminated uncertainty and allows him to stay informed.



## Faster Response, Less Downtime

With real-time alerts and up-to-date system information, issues can be identified and addressed quickly before they escalate. This has significantly reduced downtime and improved overall operational reliability across the district.



## Support You Can Count On

In addition to modern technology, Neola Water District now has responsive support when questions arise. Quick communication and knowledge assistance have given Brian confidence that help is always available, strengthening day-to-day operations and long-term stability.



## WHY SimpliScada?

Brian began searching for a solution that would not only modernize the district's SCADA system but also provide dependable, ongoing support. He needed a platform that worked consistently and a team that would be available when help was needed.

SimpliScada stood out for its streamlined design and focus on small to mid-sized utilities. The platform offered real-time system visibility, remote access, and a user-friendly interface without the unnecessary complexity. Just as important, the SimpliScada team demonstrated responsiveness and accessibility from the start, giving Neola Confidence they would have a true partner rather than just another vendor.

## CONCLUSION

With SimpliScada in place, Neola Water District now operates with stronger visibility, improved response times, and greater overall efficiency. What was once a source of daily frustration has become a dependable tool that supports proactive system management. Beyond the technology itself, the responsive support from SimpliScada has helped build confidence and trust. Neola Water District now benefits from a modern SCADA platform backed by a team that is readily available when questions or issues arise. The result is reliable, real-time control and peace of mind in delivering essential water services to the community.

## IMPLEMENTATION & ONBOARDING

The transition to SimpliScada focused on replacing Neola's outdated and difficult-to-manage system with a modern, intuitive control platform. Implementation was designed to be straightforward, minimizing disruption while quickly bringing key assets online within the new system. Once deployed, Brian gained secure remote access to monitor and manage tanks, pumps, and flow rates directly from his mobile device. Whether in the field, at the office, or at home, he can now see system performance in real time. Alerts and data logs provide immediate insight into changing conditions without the need to travel to each site.

