



Detectronic Delivers Reliable Data via Cellular Connections from Sewers to the Customer



CASE STUDY

“Without hesitation, I can say that we chose Aeris because of their high level of customer support and our confidence in the versatility and reliability of their SIMs.”

Steve Woods,
Managing Director,
Detectronic

The European water industry needed access to real-time water data, via highly reliable connectivity in remote areas, to reduce flooding, prevent water pollution, and reduce costly in-field support.

British and international water companies rely on a secure and reliable network to provide clients with granular measurement and data delivery. Insightful data analysis can provide useful information about water inundation and pollution, as well as improving river and bathing water, but not without a trustworthy network and SIMs to transfer the data. Unreliable cellular coverage for roaming devices and inconsistent upgrades were critical issues of concern.

Case in Point: Detectronic Limited

Detectronic creates and delivers intelligent network monitoring for the European water industry to help maintain a clean, pollution-free, and flood-free environment. With devices such as the MSFM Sewer Flow Monitor and the Ultrasonic Level Sensor, Detectronic offers highly accurate, real-time monitoring of raw sewage, industrial effluents, and stormwater overflow. Data is transmitted constantly to the company’s dedicated operations center, which delivers on-going data screening and analysis for its clients.

Many Detectronic customers had the mammoth task of maintaining the complex networks of sewers that stretch across their countries and ensuring that these remain free flowing. The wastewater assets these clients



manage are under constant stress from development and climate change so their preservation and protection is vital. And all of these operations depend upon a reliable cellular network with SIMs capable of working over many years and, often, in remote areas.

Another overarching issue was that Detectronic could no longer depend on connectivity providers that didn't offer competitive and comprehensive roaming services that covered clients throughout the UK and Europe. When Detectronic's equipment is installed, it's guaranteed to be in service for at least five years, based on standard water industry contracts, so longevity is key. The company needed network carriers to provide consistent service on the latest cellular standards that would function years down the road.

Detectronic and Aeris technologies let technicians make fewer troubleshooting visits

Aeris IoT Solution: Connections from Sewers to the Customer

Detectronic selected Aeris IoT Services for free-roaming SIMs that offered real-time connectivity to suit long-term installations. In addition to Aeris' own cellular networks, Aeris has agreements with hundreds of carriers worldwide so Detectronic's devices had the strongest signal, no matter location or movement. Aeris was able to improve roaming connectivity and, as a result, increase the reliability of the signals pouring in from the remote sensors to Detectronic's operations center. This gave the company greater confidence in the performance of its SIMs. And with more reliable SIMs out in the field, it decreased the chance that Detectronic would have to send technicians out to troubleshoot problems. This eased troubleshooting activities and eliminated costly, time-consuming, up to 600-mile roundtrip visits to service distant devices.

Customer Benefits



REDUCED NEED FOR
COSTLY IN-FIELD
SUPPORT



MORE DEPENDABLE
CONNECTIVITY IN REMOTE AREAS
INCREASED SIGNAL RELIABILITY
TO THE DATA CENTER



REMOTE MONITORING /
TROUBLESHOOTING
SAVED TIME AND MONEY



IMPROVED SUPPORT,
GREATER CUSTOMER
SATISFACTION

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ABOUT DETELECTRONIC:

Detectronic Limited specializes in the design, manufacture, marketing, and maintenance of ultrasonic velocity-area flow meters. Since the mid-1970s, Detectronic has continued to develop cutting-edge technology products, and services, working with organizations across a variety of sectors—from the marine leisure industry to utilities suppliers to leading wastewater flow survey specialists. Detectronic's three founders have accumulated more than 80 years of industry experience meeting the flow measurement needs of international water industries, flow survey companies, and consulting engineers.

Visit www.detectronic.org or follow them on Twitter [@DetectronicLtd](https://twitter.com/DetectronicLtd) to see their progress and get in touch with them.

Contact them at
www.detectronic.org/contact-us/
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ABOUT AERIS:

Aeris is a technology partner with a proven history of helping companies unlock value through IoT. For more than a decade, we've powered critical projects for some of the most demanding customers of IoT services today. We strive to fundamentally improve their businesses by dramatically reducing costs, accelerating time-to-market, and enabling new revenue streams. Built from the ground up for IoT and road tested at scale, Aeris IoT Services are based on the broadest technology stack in the industry, spanning connectivity up to vertical solutions. As veterans of the industry, we know that implementing an IoT solution can be complex, and we pride ourselves on making it simpler.

Visit www.aeris.com or follow us on Twitter [@AerisM2M](https://twitter.com/AerisM2M) to learn how we can inspire you to create new business models and to participate in the revolution of the Internet of Things.

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