



Made in RILHEVA

A real
Internet
of Things
story



“ For many years we have been speaking of "BLACK GOLD" referring to oil and its derivatives, but now, although oil price is still very high, we start hearing of another gold: "BLUE GOLD" - drinking water.

Being aware of water huge value and of the value of water cycle services, Hidrogest S.p.A., thanks to the know-how and the commitment of its management, adopted the innovative RILHEVA IIoT Platform that position us as national leader in our field.

A great success for our company and in particular for our final customers, more certainty and safety for the whole integrated hydric system.

Roberto Vetere - Technical manager - HIDROGEST S.p.A. ”

The company

Hidrogest S.p.A. is a provider of integrated water cycle services as well as the owner of the whole water supply network (pipe networks, water purification, pumping stations, water storage, drainage basin, ...) in the Bergamo area (40 km northeast of Milan, Italy).

Goals and challenges

Following the aggregation with other players in the last 5 years, **Hidrogest S.p.A.** has doubled the served community and, as a consequence, the number of facilities to manage.

Since a proportional increase in the number of employees was not sustainable, it became necessary to re-organize the operational activities, improving service efficiency while keeping costs under control always maintaining the highest possible level of service.

Hidrogest believed that using a **centralized solution to remote control and monitor 100% of its facilities** was the key driver for the implementation of this strategy, but some important issues had to be solved.

First, the heterogeneity of the facilities to manage made impossible to use any remote control tool previously installed or available on the market. Secondly no IT skilled personnel was available at that time within the company, thus making it impossible to devote resources in programming a solution.

Therefore it was necessary to find on the market a product with the following features:

- **Easy to install**
- **Simple to use** for staff through mobile phone
- **Configurable** to match specific facility requirements
- **Compliant with legal requirements** for integrated water cycle services

Hidrogest S.p.A. identified **Rilheva** solution as the answer all those requirements.

Rilheva solves

- **Significant reduction of on-site interventions**
- **Higher up-time, improved quality of service** for final users
- **Constant and continuous monitoring** of all managed facilities
- **Easy integration, extremely low cost** to add new monitored point compared to other solutions

Why would you recommend it?

Because Rilheva is provided as a service, this means that to get all this results Hidrogest spa did not buy any hardware (**no IT maintenance issues and costs**), nor software (**no software management issues**): all features as well as the service high-availability are included in a monthly fee.

