DETECTING POLLUTION WITH DECISION MANAGEMENT

The Problem

Severn Trent Water was using a 3rd party service to detect pollution incidents from a network of sensors. The existing service was only reactive, it would detect pollution incidents **after** they occurred. Severn Trent Water needed proactive detection. When unsafe levels of flow or pollution are detected early maintenance crews can rectify the situation quickly, avoiding the regulatory fines and maintaining proper water quality.

The Solution

BP3 implemented a rules management system. The implementation gave Severn Trent Water the power to correlate sensor readings against rainfall data to determine potential incidents needing attention. It also allowed them to define normal performance parameters, enabling detection of any abnormal performance with precision.

The Results

Within a month of going live the first abnormal performance detection was made -- a blockage buildup -- the maintenance team was sent out and able to clear it before progressing into a potential pollution incident. Severn Trent avoided damage to the environment and property. Over time the system has detected hundreds of potential problems saving valuable time and money for Severn Trent. BP3 delivered a solution that not only met Severn Trent Water's functional requirements, but also empowered

the non-technical users to take full ownership of the business rules, their ongoing development, and maintenance without requiring dedicated IT resources. The business user is now able to analyze the results and immediately alter their models to increase accuracy of pollution detection.

- **99.98%** Compliance Level with Drinking Water Standards
- About **50,000** tests carried out to assess compliance with water quality standards
- **7.7 million** Residents Supplied with Drinking Water

The Customer

Severn Trent Water

Industry: Water

# of Employees: 7,034

Country: UK & U.S.

Annual Revenue: £1,801.3 million

Products Used: IBM Operation Decision Manager (IBM ODM)

ABOUT BP3

BP3 provides business process, decision management, and analytics software and services to the Global 500. Since 2007, BP3's Brazos Platform has powered thousands of digital transformations for our customers. BP3's blend of solutions and services have revamped customer experiences in the Financial Services, Retail, Healthcare, and Energy sectors. BP3 goes beyond analytics by embedding insights into workflows; connecting the dots between the customer experience and the enterprise to actually address the problems. The largest corporations in the world depend on BP3's operational services, including: 24/7 solution support, process optimization, migration assistance, and cloud management. BP3 is recognized by Fortune magazine and The Austin Business Journal as a best place to work, and is the recipient of numerous growth and innovation awards. A fast growing company headquartered in Austin, Texas with offices in London, Amsterdam, and Copenhagen covering customers worldwide. For more information, please visit www.bp-3.com.