

Hubgrade

ASSIST





HUBGRADE ASSIST

Digitally empowered process expertise for best-in-class operation of equipment, processes and facilities

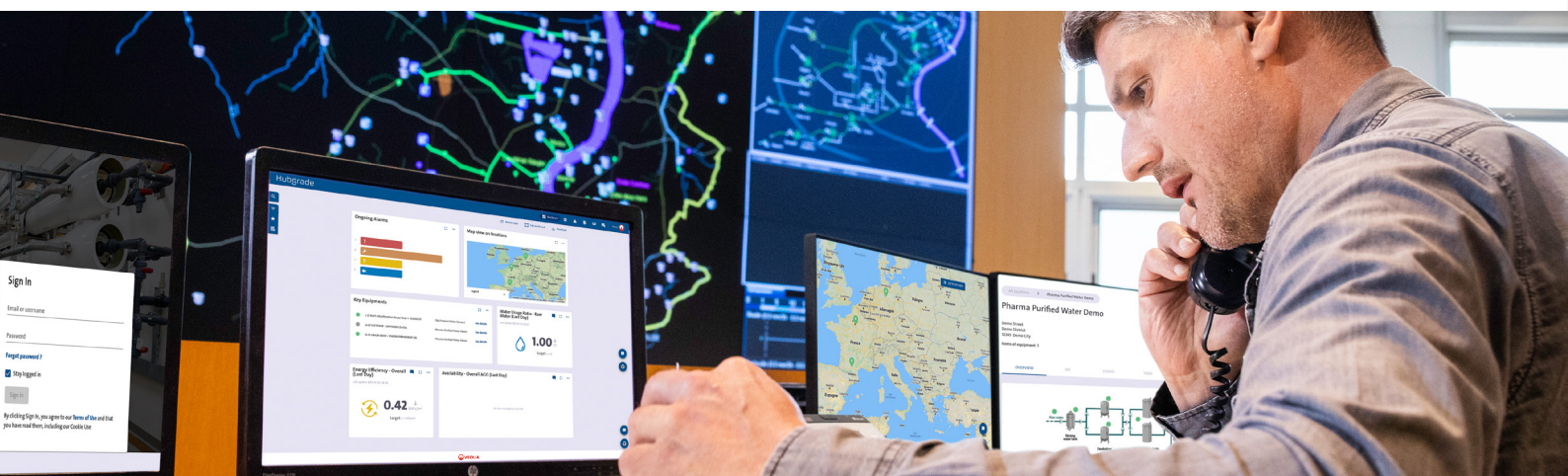
The essence of Hubgrade Assist is providing access to Veolia long-term experience and expertise in water treatment, combined with digital tools for global assets as well as specific local ones.

Veolia process & technology experts proactively support and advise our customers throughout the whole operational life cycle of their equipment and assets.

- ✓ Hubgrade Assist supports operators in their daily monitoring with proactive data driven service and site support that includes troubleshooting and long term drifts resolution;

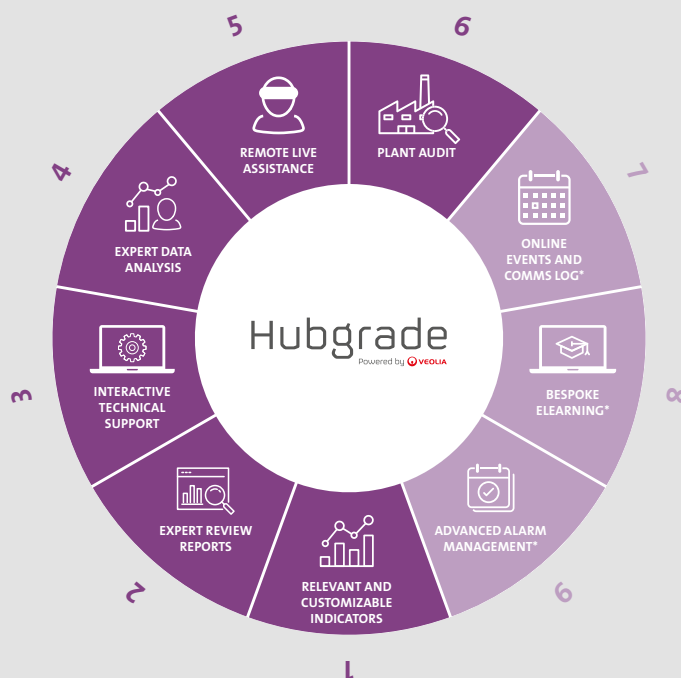
- ✓ It supports process and asset management engineers by sending instantaneous notifications alerting of potential operational issues, exploring optimization potential and producing technical reports;
- ✓ And it also helps plant managers and headquarter teams by providing a high level rationalized overview of operations and proposing actions to optimize operational costs.

Hubgrade Assist is the ideal “Expert Companion” to offer peace of mind for safe, reliable and effective operations at any time, and it is ideally bundled with other Hubgrade offers (Essential, Insight or Plant) to boost their benefits.



FEATURES

“Human expertise,
digitally enabled”



RELEVANT AND CUSTOMIZABLE INDICATORS

Parameters of the plant that allow, at first glance, easy monitoring of process performance and consumables.



EXPERT REVIEW REPORTS

Our technical experts document, on a predefined basis, recommendations and insight into parameters status, alarms, trends and events.



INTERACTIVE TECHNICAL SUPPORT

Direct access to one of our technical experts who will answer your questions.



EXPERT DATA ANALYSIS

Proactive on-the-spot guidance to key plant management parameters, such as status, alarms, trends and events.



REMOTE LIVE ASSISTANCE (AR)

Extending our expertise through digital augmented reality (AR) to increase resource availability and immediate response.



PLANT AUDITS

Remote (with remote live assistance) or field-based tour of the plant to collect detailed plant information and propose potential improvements.



ONLINE EVENTS AND COMMUNICATIONS LOG*

Access to the full alarm history, its resolution and comments entered by operators or other staff, as well as overview of Veolia interactions.



BESPOKE ELEARING COURSES*

Bespoke e-learning modules oriented around your processes and technologies, available anytime, directly from Hubgrade portal.



ADVANCED ALARM MANAGEMENT*

Upon notification of an alarm in Hubgrade portal, your technical expert will analyse it and come back with root cause analysis and proposed fixes.

* in pipeline.

Assist is positioned as an all encompassing and transversal product, to enhance all Hubgrade offerings.

It is ideally bundled with Hubgrade Essential and Performance offers to:



**INTERPRET COMPLEX
PREDICTIVE OUTPUTS**



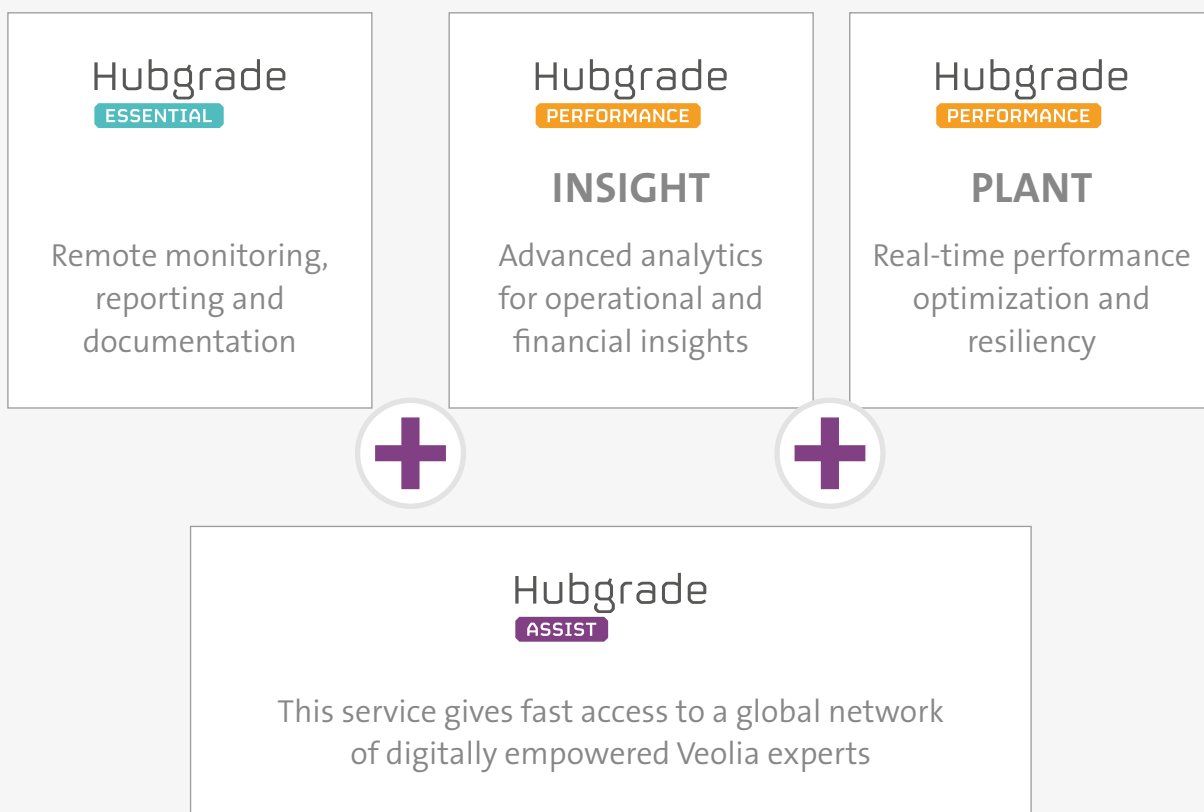
**REDUCE
OPERATIONAL RISKS**



**UNLOCK OPEX
SAVINGS**

“It was the first time for us to make an Factory Acceptance Testing remotely [Assist Remote Live Assistance]. The [VWT Germany] Hubgrade team has done a great job!”

Nestlé MENA zone representative - Mukesh Katara

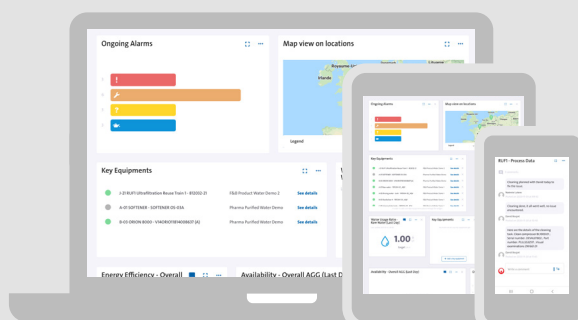




Hubgrade $+$ Hubgrade

ASSIST

ESSENTIAL



● Expert-driven, single point of entry to manage your water processes

- ✓ Instant access to Veolia's water treatment experts
- ✓ Proactive, data-driven service
- ✓ Alarms access and trouble-shooting

"Hubgrade Essential, combined with Hubgrade Assist, helps us optimize the operation of our new water treatment plant to control costs, manage maintenance, and document regulatory compliance."

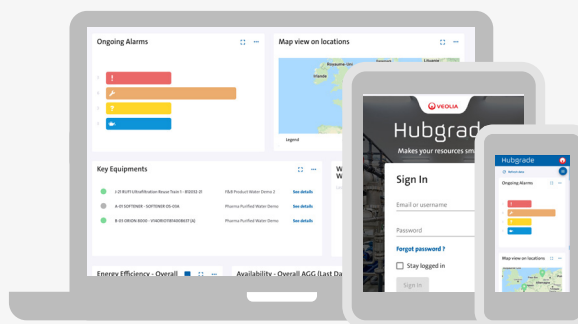
General Manager, water and sanitation district

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ASSIST

ESSENTIAL

PERFORMANCE



● Combine advanced data analytics with our expertise

- ✓ Be more proactive and mitigate risks with predictive analytics
- ✓ We interpret the predictive trends to translate them into real action plans

"This really is a high value service which helps us to reduce operational costs and improve the reliability of our water treatment plant. Veolia's digitalization strategy is the right step to differentiate its services further from competition."

Engineering Director, food and beverage client

Resourcing the world

Veolia Water Technologies

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