

LISBON

INTEGRATE
MANAGEMENT OF
THE URBAN WATER
CYCLE IN A LARGE
METROPOLITAN
AREA



NAVIA
AGILE OPERATIONS SOFTWARE



QUALITY AND EFFICIENCY IN AN OLD EUROPEAN CITY.

Centuries-old infrastructures, over three million inhabitants, water scarcity and a city containing the largest estuary in Europe and an important nature reserve, all right beside a beach zone. Conciliating these factors is the challenge facing the entities that manage the water in the metropolitan region of Lisbon, and which was put to us in 2008, with the premise of optimising the management of the wastewater without increasing resources and costs. Currently, in addition to the sanitation systems, the whole urban water cycle in the Lisbon region is managed in real time by NAVIA™, in a systematic, continuous and controlled manner. We are immensely satisfied to know we contribute to the vast team working for EPAL, the centuries-old water utility company serving the urban region of Lisbon.

"...making all the information available to the entire team has, among other improvements, led to the elimination of night shifts and the release of resources for other activities..."

Eng. José Martins - Wastewaters Operations Manager of EPAL

"NAVIA has been a success! We are undergoing an ISO 9001 audit and the auditors consider NAVIA a big step forward in the operational control of the company."

Eng. João Santos Silva - Operation and maintenance manager of the Estoril wastewater treatment system of EPAL

"It's important is to emphasise the excellent uptake of the system by the technicians involved in the process. This has happened because the NAVIA system represents progress and advances in the activity, as well as raising the level of accountability of the work carried out."

Eng.º Luis Bucha - Manager of the Vale da Pedra water production centre of EPAL





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From the Castelo de Bode dam, the great water reservoir supplying the metropolitan region of Lisbon, to the River Tagus estuary, a nature reserve in the heart of the city, NAVIA makes the connection between the teams on the ground and the operational back office.



BECAUSE THE OPERATIONAL MANAGEMENT IS CRITICAL TO IMPROVE RESULTS.

The story goes back to 2008, with the implementation of NAVIA™ at the Beirolas ETAR (wastewater treatment plant). In two months, all the procedures, routines and information were being managed in NAVIA™. The team's readiness to use the system was extraordinary and the results were immediate.

The next step was to expand the entire wastewater treatment infrastructure, which covers an area of 1000 km² and which treats 100 Mm³/year, and the entire water production and transport infrastructure, which covers a total area of 7000 km² and which produces 200 Mm³/year.

Today, NAVIA™ is used by most of the 940 EPAL employees and it helps a business that has a turnover of €150 M/year run smoothly.

LISBON

A QUANTIFIABLE SUCCESS:

Significant reduction in night shifts and weekend teams

Reduction in travel needs

Elimination of data processing

Total elimination of usage of paper in the daily operation

Energy management and optimisation

Management and optimisation of reagent consumables

Waste management in accordance with the legislation in force

An extremely robust solution which, since 2008, has provided 24/7 support to the whole operation of EPAL's vast operational team

The know-how of the operation and the state of repair status the infrastructures is a valuable asset that belongs to the company, and this information can be viewed in real time and is not dependent on personnel

A dynamic and adaptable solution, which has evolved in step with the company

An enthusiastic uptake of the system by the entire EPAL team, which quickly extended its use in other areas of the company, such as the management of the health and safety system

Management of events and non-conformities, duly backed up and documented

Support to the quality management system, in compliance with the ISO9001 standard

A ROI in under 2 years

ABOUT NAVIA™

The complete management of the urban water cycle in a single software package.

NAVIA is a solution that compiles the whole operation and maintenance of an infrastructure, process or territory in a single information system, allowing access to it anytime, anywhere, to view data regarding the undertaking of the operation, the resources used, the teams involved and the data and records registered. By putting all the information provided by the teams on the ground, the laboratories, the equipment and the various infrastructures in a single database, NAVIA becomes an indispensable operational management tool. That is why for the last 15 years it has been the chosen system for the major water supply and sanitation systems.

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