FlowSure is supported by a full range of consultancy services to help you get the best out of the software:

Servelec leads the water industry in the development of software to assist in business optimisation and asset planning. Our core skills focus on achieving business efficiency for our clients, through the practical application of Applied Systems Analysis techniques to big data challenges. We have provided consultancy support for over 30 years in the areas of operational optimisation, asset management, leakage strategy and demand analysis.

In particular, we provide:
- Data review and improvement
- Development of deterioration and consequence models
- Long term water resource and expenditure planning
- Leakage management strategy support and advice
- Household and non-household demand analysis
- Other associated consultancy to support network management and event response.
- Full support services

This is a small snapshot of the capabilities of FlowSure.

For further information on how we can help you please contact us on +44 (0) 1306 742772 or flowsure@servelec-technologies.com.
What will help you to improve your customer service?

Do you need to reduce leakage, flooding or pollution incidents?
Do you need to respond quickly to emerging bursts, blockages or other network events?
Do you need to reduce costs?
Do you need to improve customer service and meet regulatory targets?

Then you need FlowSure

The benefits of FlowSure

FlowSure is more than a simple leakage-detection system. FlowSure is self-learning anomaly detection software that helps to identify and predict network events to enable you to prevent rather than respond to major events.

Seamless integration with your RTUs, SCADA and telemetry systems is straightforward. FlowSure provides an additional layer of business optimisation intelligence to help you:

• Reduce costs of contact handling, compensation, regulatory penalties
• Meet and exceed regulatory targets
• Improve customer service levels
• Prevent major instances of flooding and leakage
• Quickly find the source of bursts or flooding events
• Manage multiple network events occurring simultaneously
• Determine severity of network events from the control centre via telemetry data

What does FlowSure do?

FlowSure’s self-learning capabilities provides autonomous network management support for your operations, control centre and other key areas of your business. FlowSure uses readily available real-time data and smart algorithms operating in an Artificial Neural Network to automatically identify when a large burst or other significant event is happening, or is about to occur, in your network.

How?

FlowSure continually monitors the water supply network until it detects abnormal behaviour. It then alerts the appropriate operational control and maintenance teams that a burst or other event is occurring. The configurable user interface provides guidance on the size of the event and maps of the affected area.

The system is initially trained using existing data. As supply network behaviour changes over time, the system is designed to keep itself up to date using the latest telemetry data to learn about these changes automatically. The software can be hosted within company servers, use existing flow and pressure data, and be integrated with existing telemetry systems, including Servelec Technologies’ Scope5 system.

What makes FlowSure different?

FlowSure is an innovative smart alarm system that, unlike other similar systems, learns the acceptable level of tolerance for any given signal. Rather than working to pre-set thresholds, the system teaches itself from pre-installed data what is and is not usual and acceptable within a network’s telemetry data. FlowSure then sets and continuously adapts its own thresholds and reports anomalies against these learnt behaviours.

This means that FlowSure can produce more accurate alarms, enabling maintenance teams to react proactively in a precisely targeted manner and more quickly — reducing costs, avoiding penalties and improving levels of customer satisfaction as an outcome.

Key strengths of FlowSure

• Self-learning and maintaining
• Maximises use of existing data. No additional instrumentation required.
• Deploy on company servers. Quick setup and browser-based.
• Configurable user interface. Display info from multiple systems.
• Algorithms underpinned by strong academic research
• Adaptable to both clean water and waste water environments

Features of FlowSure

Designed to support business challenges and in keeping with best practice in network management, FlowSure:

• features a simple and easy-to-use interface
• provides seamless integration with telemetry which collates data and raises control room alarms
• generates improved decision support through a greater understanding of alarms and knowledge of the network
• avoids catastrophic failures through early intervention
• prioritises jobs and optimises available resources to ensure the correct person is deployed with the right skills at the appropriate time
• supports proactive customer service, improving the customer experience and regulatory compliance
• is expandable and scalable whatever the volume of data or network size.

Full Technical support, user documentation and training provided.