opsCTRL
Where data meets decisions

Agenda

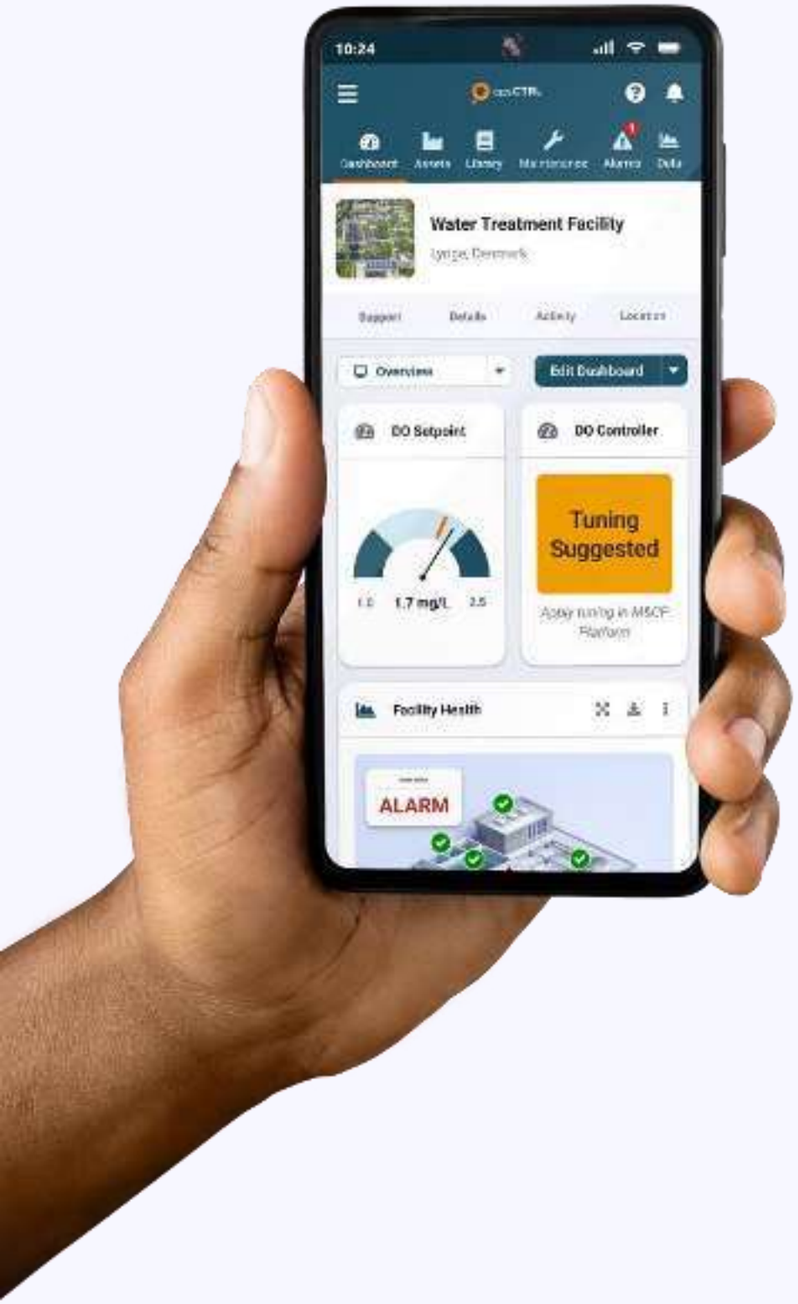
1. **Intelligent Operations Platform**
2. **What is opsCTRL**
   - Benefits to Facilities
   - Benefits to Suppliers
   - Key Features
3. **Implementation Process**
4. **About inCTRL Solutions**

Intelligent Operations Platform

Intelligent Operations Platform

An Intelligent Operations Platform (IOP) unifies data from diverse sources and transforms it into actionable intelligence, empowering teams to make informed decisions with confidence.

By enabling efficient operations and streamlined workflows, the IOP drives optimized plant performance and sustainable success.



Intelligent Operations Platform

KEY BENEFITS

Centralizes information into one accessible platform, bridging the gap between operators, managers, and executives.

Enables real-time monitoring, advanced analytics, and seamless collaboration.

Drives efficiency, supports informed decision-making, and unlocks the full potential of operations.

How an IOP Works

1

DATA INFLOWS

Gathering data from every corner of your operations

- Sensors
- Manual Inputs
- External Systems (APIs)
- Historical Data
- Lab Data

2

THE PLATFORM (IOP)

Turning raw data into clear, actionable insights

- Analyze
- Aggregate
- Contextualize
- Transform

3

ACTIONABLE INSIGHTS

Insights for smarter, faster decisions at every level

- **Operators**: Focused on day-to-day tactical actions.
- **Managers**: Focused on operational efficiency and mid-term plans.
- **Executives**: Focused on strategic, long-term goals.

opsCTRL Facility

The Intelligent Operations Platform for Water, Wastewater, & Biogas Facilities

1 | 2 | 3

DATA SOURCES

opsCTRL centralizes all your plant data into one powerful platform

- **Lab Data** (e.g., water quality analysis)
- **Sensor Data** (e.g., flow meters, pressure monitors)
- **Manual Inputs** (e.g., operator logs, maintenance records)
- **APIs** (e.g., external software integrations)
- **IOT data** (machine data)

THE opsCTRL PLATFORM

opsCTRL transforms raw data into actionable insights by combining machine learning with standard water best-practices

- Data Management
- Analytics & Insights
- Monitoring & Alerts
- Predictive Maintenance
- Actionable Recommendations

END USERS & BENEFITS

opsCTRL aligns your organization with one source of truth, empowering data-driven decisions at every level

- **Operators (Day-to-Day Tactical Decisions)**: Real-time monitoring, immediate alerts, and visual dashboards for streamlined operations.
- **Managers (1-Year Planning)**: Tools for efficiency, predictive maintenance, and data-driven resource allocation.
- **Directors (10-Year Strategic Planning)**: Long-term trend analysis, sustainability insights, and regulatory support.

When operations are in control and teams are aligned, performance improves confidently at every level

opsCTRL Supplier

The Intelligent Operations Platform for Water and Wastewater Suppliers

1 2 3

DATA SOURCES

opsCTRL centralizes all your plant data into one powerful platform

- **Lab Data** (e.g., water quality analysis)
- **Sensor Data** (e.g., flow meters, pressure monitors)
- **Manual Inputs** (e.g., operator logs, maintenance records)
- **APIs** (e.g., external software integrations)

THE opsCTRL PLATFORM

opsCTRL transforms raw data into actionable insights using advanced analytics and industry-specific tools

- Data Management
- Analytics & Insights
- Monitoring & Alerts
- Predictive Maintenance
- Actionable Recommendations

END USERS & BENEFITS

opsCTRL enables a product and service company to grow by increasing customer success through data excellence

- **Process Engineer (Supporting Customers)**: Centralized monitoring and reduced warranty activity.
- **Service Manager (Increase Profit)**: Cost-efficient service models and on-site oversight to maintain treatment capability.
- **Sales and Product (Increase Market Size)**: Proactive selling via install base insights, data-driven product improvements, and stronger customer relationships.

When customers operate their plants effectively, business opportunities grow, performance improves, and everyone wins.

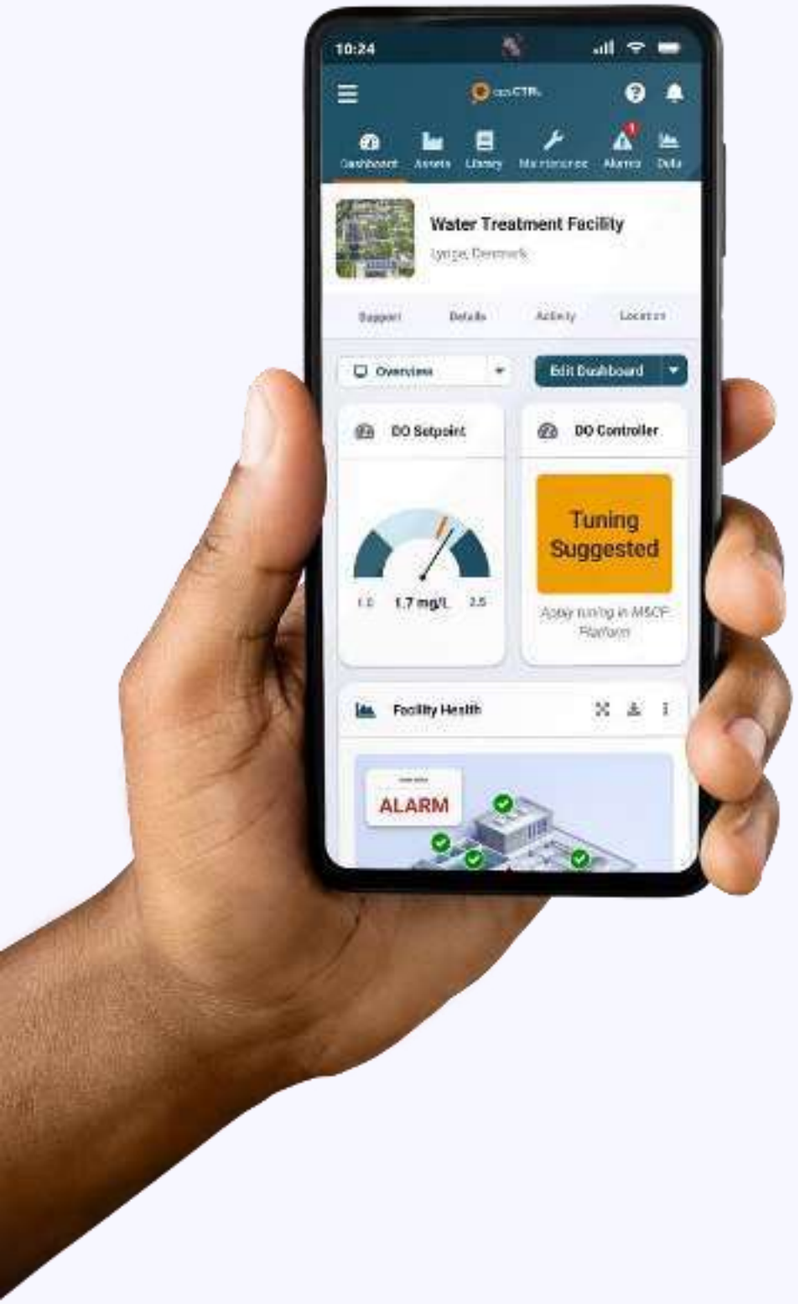
What is opsCTRL?

What is opsCTRL?

THE INTELLIGENT OPERATIONS PLATFORM FOR WATER, WASTEWATER, & BIOGAS FACILITIES

opsCTRL is an Intelligent Operations Platform that centralizes plant data, transforms it into actionable insights, and empowers teams to make smarter decisions.

- Built for water, wastewater, and biogas facilities, it works alongside your SCADA, HMI, or as a stand-alone solution to connect operators, managers, and engineers to their plant or asset.
- By unifying data and applying advanced analytics, opsCTRL enables better collaboration and more efficient operations.



Our Philosophy

HOW WE SUPPORT INTELLIGENT OPERATIONS

TOOLSET

- OpsCTRL is **modular and user-friendly**, so you can choose the tools you need.
- It works with your current set up and **scales as you grow**.

MINDSET

- We don't believe in **black-box AI solutions**.
- We focus on **practical tools** that help Operators & Engineers make data-driven decisions.

Our Approach

HOW WE DELIVER INTELLIGENT OPERATIONS

1 LOW UPFRONT INVESTMENT

Flexible subscription-based pricing minimizes capital investments.

2 ACCESSIBLE ANYTIME, ANYWHERE

A cloud-based platform that works on Android, iOS, and any major browser.

3 BOOST EFFICIENCY AND RESILIENCE

Save time, reduce costs, and mitigate risks with advanced analytics and streamlined operations.

4 FULLY CUSTOMIZABLE

Highly flexible and user-friendly to meet your specific needs.

5 SCALABLE FOR THE FUTURE

Easy to implement today, intuitive to expand as your facility evolves.

Lightweight Setup, Endless Potential

opsCTRL is designed to be accessible, efficient, and scalable, enabling you to achieve operational excellence with minimal barriers.

Benefits to Facilities

Benefits to Facilities

UNLOCK YOUR FACILITY'S FULL POTENTIAL

REMOTE MONITORING

Stay connected and address issues proactively with real-time visibility and alerts.

DATA-DRIVEN MAINTENANCE

Prevent costly breakdowns and optimize equipment life with predictive insights.

OPERATIONS & KNOWLEDGE CAPTURE

Ensure consistency and safeguard critical knowledge with accessible digital workflows.

DECISION SUPPORT

Transform data into actionable insights for smarter, more efficient decision-making.

Benefits to Facilities

REMOTE MONITORING

Stay Connected: Unlock the Power of Remote Monitoring

Gain real-time visibility into your operations with alarms and dashboards powered by remote monitoring.

1 PROACTIVELY ADDRESS ISSUES

Minimize downtime and unnecessary overtime with real-time alerts.

2 "PLANT-IN-YOUR-POCKET" CONVENIENCE

Access your facility's data from anywhere, ideal for decentralized systems or limited historical data capture.

3 ENHANCE SECURITY

Reduce risks with secure, modern monitoring compared to traditional remote control methods.

Benefits to Facilities

DATA-DRIVEN MAINTENANCE

Optimize Maintenance, Prevent Failures

Extend the life of your equipment and ensure warranty compliance with preventative and condition-based maintenance powered by data.

1 **PREVENT COSTLY DOWNTIME**

Avoid unplanned outages and ensure compliance with warranty requirements.

2 **OPTIMIZE SCHEDULES**

Use data-driven insights to streamline maintenance, making your team more efficient than with traditional routines.

Benefits to Facilities

OPERATIONS & KNOWLEDGE CAPTURE

Protect Knowledge, Enhance Workflows

Ensure consistency in your operations with robust documentation that safeguards critical knowledge and streamlines workflows.

1 **PREVENT KNOWLEDGE LOSS**

Protect your organization when key team members are unavailable.

2 **STREAMLINE SOPs**

Digitize workflows to make Standard Operating Procedures (SOPs) accessible and actionable.

3 **BOOST TEAM EFFICIENCY**

Ensure consistency across shifts with standardized, easily accessible workflows.

Benefits to Facilities

DECISION SUPPORT

Turn Data into Smarter Decisions

Make better decisions with advanced insights and proactive tools that transform raw data into actionable information for improved process management.

1 DRIVE SMARTER DECISION-MAKING

Transform raw data into actionable insights with integrated, customizable KPIs.

2 BE PROACTIVE

Optimize processes, mitigate risks, and ensure compliance with tools tailored to your facility's needs.

3 STAY AHEAD OF ISSUES

Prevent problems before they escalate with early-warning signals and resource planning customized to your operations.

4 ACHIEVE EFFICIENCY GAINS

Improve energy savings, production, and resource optimization with metrics aligned to your goals.

Benefits to Suppliers

Benefits to Suppliers

EMPOWER YOUR BUSINESS WITH opsCTRL

REMOTE MONITORING

Deliver smarter services with real-time insights to boost customer satisfaction and business growth.

SUPPLIER SERVICE OFFERING

Craft versatile, cost-effective service packages that strengthen customer loyalty and meet modern demands.

SUPPLIER PRODUCT ANALYSIS

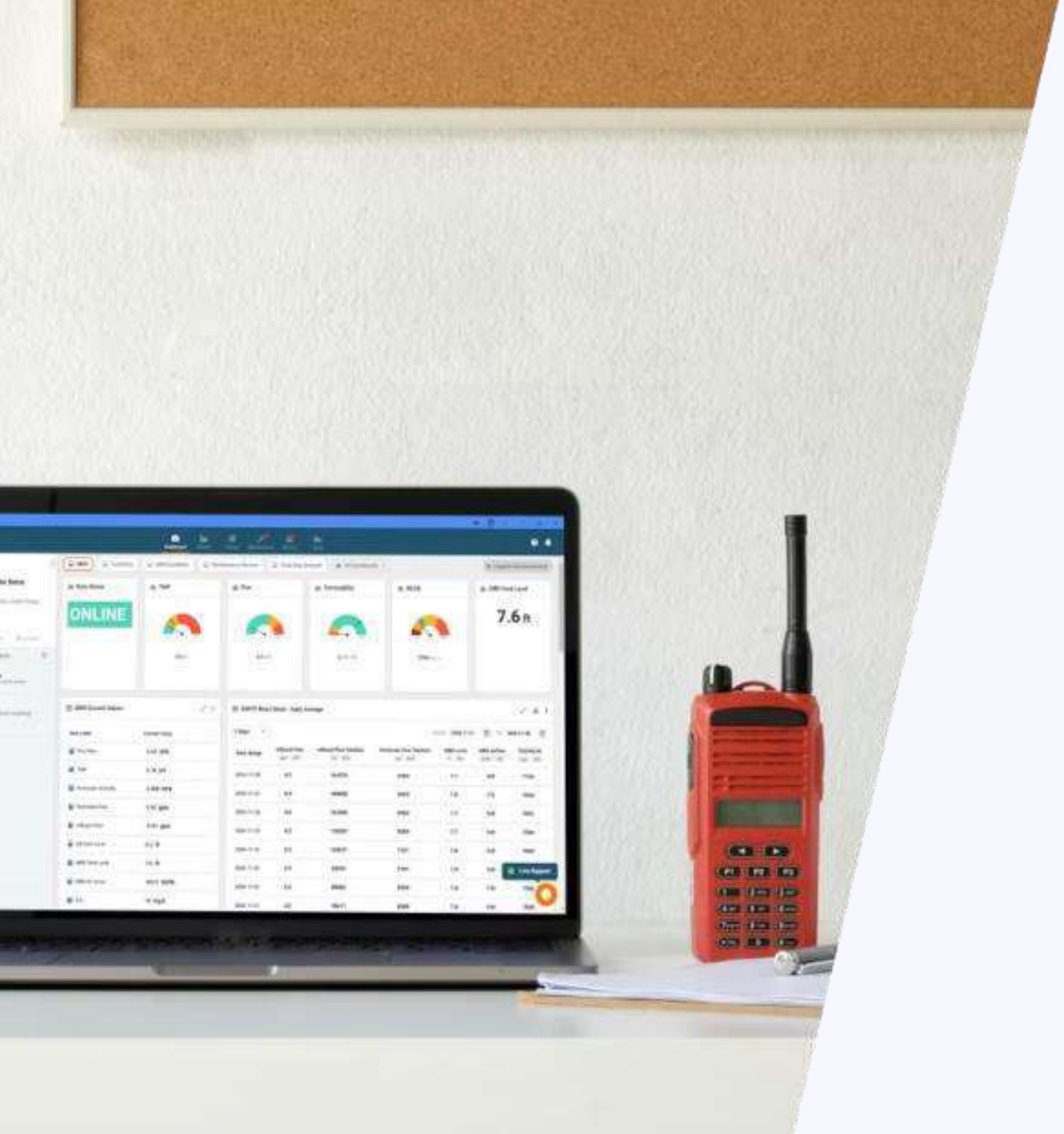
Leverage real-world data to enhance products, solve systemic issues, and outperform competitors.

WARRANTY MANAGEMENT

Streamline processes and cut costs with data-driven warranty support and predictive insights.

CUSTOMER LIFECYCLE OPPORTUNITIES

Unlock upsell opportunities, drive repeat business, and deliver ongoing value across the customer journey.



Benefits to Suppliers

REMOTE MONITORING

Stay Ahead with Smarter Monitoring

opsCTRL's remote monitoring capabilities enable suppliers to deliver smarter, more efficient services that drive customer satisfaction and growth.

1 PROACTIVELY ADDRESS CUSTOMER NEEDS

Use real-time monitoring to create opportunities for timely maintenance, upgrades, and replacements.

2 ADD SERVICE VALUE

Provide actionable insights to help customers optimize their operations, positioning your company as a trusted partner.

3 REDUCE COSTS

Streamline operations by minimizing the need for onsite visits with remote issue resolution and analysis.

4 INCREASE REVENUE

Strengthen recurring income streams with subscription-based remote monitoring services tailored to customer needs.

Benefits to Suppliers

SUPPLIER SERVICE OFFERING

Design Flexible Services That Deliver Value

opsCTRL enables suppliers to craft versatile service packages that deliver value, foster loyalty, and drive growth.

1 OFFER FLEXIBLE MODELS

Provide a range of services, from fully digital (remote monitoring) to hybrid (onsite visits + consulting).

2 SAVE COSTS

Avoid the expense of building and maintaining proprietary remote monitoring systems.

3 STRENGTHEN RELATIONSHIPS

Stay connected to customer operations, creating opportunities for long-term loyalty and repeat business.

4 MEET CUSTOMER DEMANDS

Address modern expectations for innovative, digital-first service solutions.

Benefits to Suppliers

SUPPLIER PRODUCT ANALYSIS

Leverage Data to Enhance Products

opsCTRL provides suppliers with real-world performance data, enabling data-driven improvements and better engineering decisions.

1 **ELIMINATE GUESSWORK**

Use data to continuously improve and streamline value engineering processes.

2 **SOLVE SYSTEMIC ISSUES**

Leverage clear, evidence-based insights to enhance product reliability and performance.

3 **STAY COMPETITIVE**

Address product issues faster than competitors and gain a competitive edge.

Benefits to Suppliers

WARRANTY MANAGEMENT

Simplify Warranty Management with Data

opsCTRL strengthens warranty management for suppliers, reducing costs and improving customer satisfaction.

1 **REDUCE RISKS**

Identify warranty risks early with data-backed performance insights, minimizing claims and downtime.

2 **STREAMLINE PROCESSES**

Centralize data on product usage and maintenance history for efficient verification.

3 **CUT COSTS**

Prevent major failures with predictive analytics to address warranty issues early.

4 **BUILD TRUST**

Deliver transparent and efficient warranty support backed by reliable data.

Benefits to Suppliers

CUSTOMER LIFECYCLE OPPORTUNITIES

Maximize Growth with Lifecycle Insights

opsCTRL helps suppliers unlock opportunities across the customer lifecycle, driving growth and deepening relationships.

1 UPSELL AND CROSS-SELL EFFECTIVELY

Use customer data to identify new revenue opportunities.

2 DRIVE REPEAT BUSINESS

Deliver value-added services that keep your brand top of mind.

3 ENHANCE CUSTOMER SATISFACTION

Leverage lifecycle insights to anticipate needs and deliver tailored solutions.

opsCTRL Key Features

opsCTRL Key Features

KEY FEATURES AT A GLANCE

ALARMS

Stay ahead of critical issues with real-time alerts tailored to your operations, minimizing disruptions and improving response times.

DASHBOARDS

Gain actionable insights with customizable dashboards designed for real-time monitoring and decision-making.

MAINTENANCE & WORKFLOWS

Optimize your operations and maintenance to keep your equipment and processes running smoothly.

DECISION SUPPORT

Transform raw data into actionable insights with powerful analytics for smarter, faster decision-making.

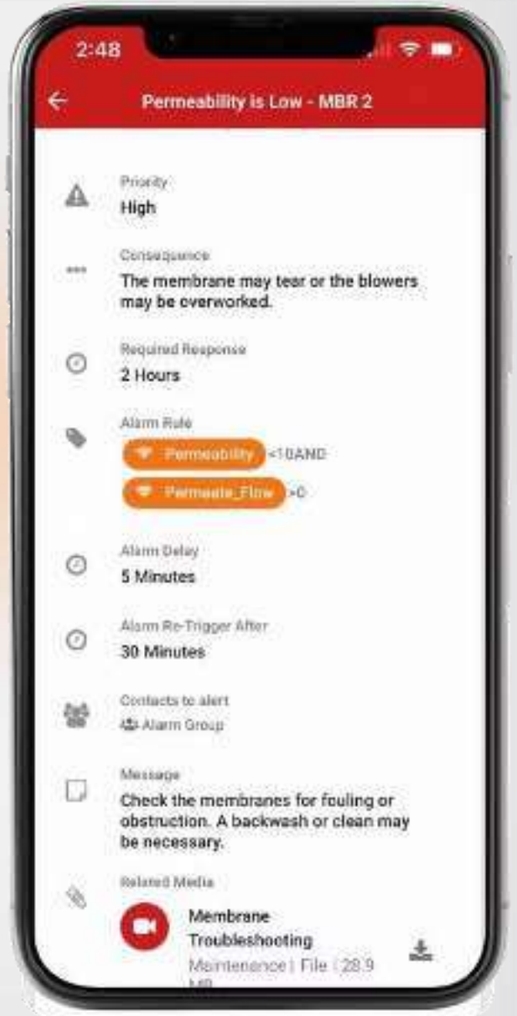
REPORTS

Simplify and automate report generation to save time, meet compliance needs, and keep stakeholders informed.

Feature: Alarms

opsCTRL Alarms notify operators of critical issues, such as equipment malfunctions or process deviations, enabling faster response and minimizing disruptions.

- Customizable rules ensure the right balance of alarms—avoiding nuisance alerts while ensuring no critical issues are missed.
- Provides tools to manage, prioritize, and resolve alarms effectively, tailored to real-time data from sensors, calculations, or manual inputs.



Feature: Alarms

WHAT IT MEANS FOR YOU

1 PROACTIVE MONITORING

Real-time alerts help avoid disruptions and downtime, ensuring smooth operations.

2 CUSTOMIZABLE AND CONTEXTUAL

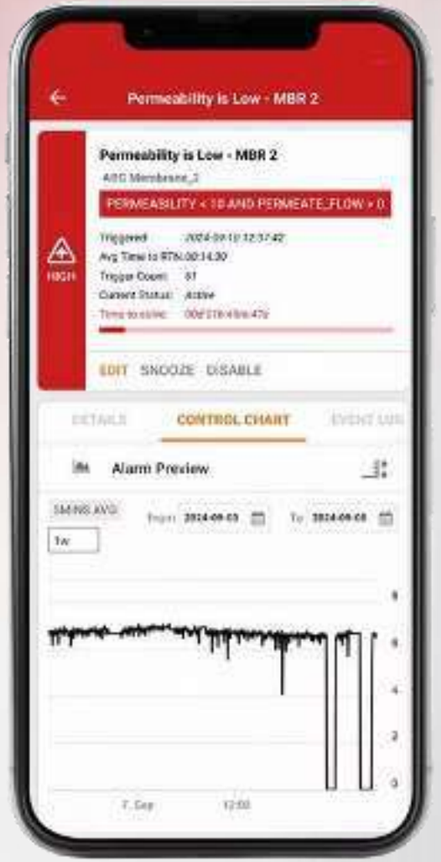
Adapt alarms to fit your facility's needs and enable remote troubleshooting to reduce site visits.

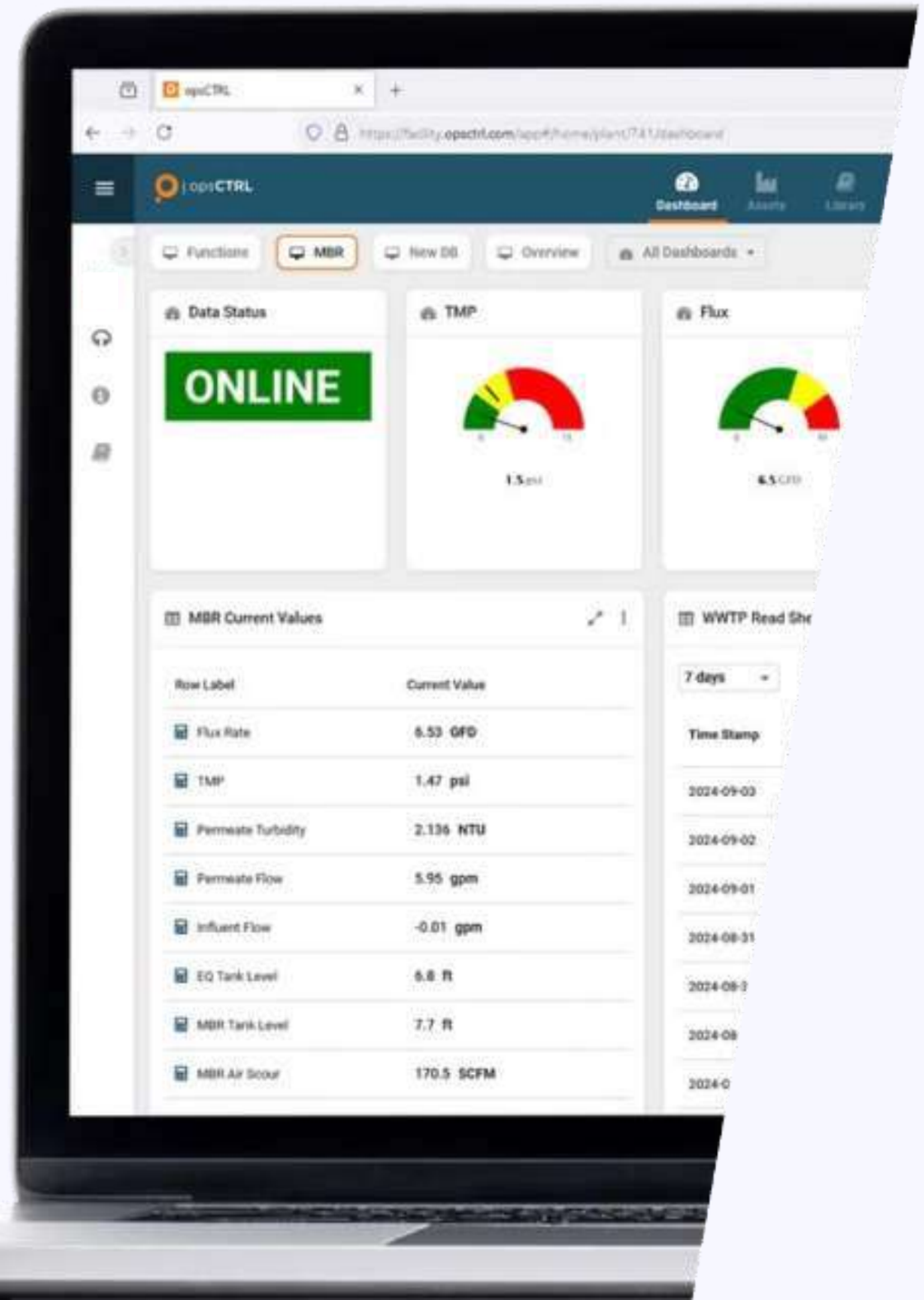
3 IMPROVED TEAM COORDINATION

Assign alarms to team members, track resolution progress, and enhance accountability.

4 DATA-DRIVEN INSIGHTS

Review alarm trends for root-cause analysis and operational improvements.

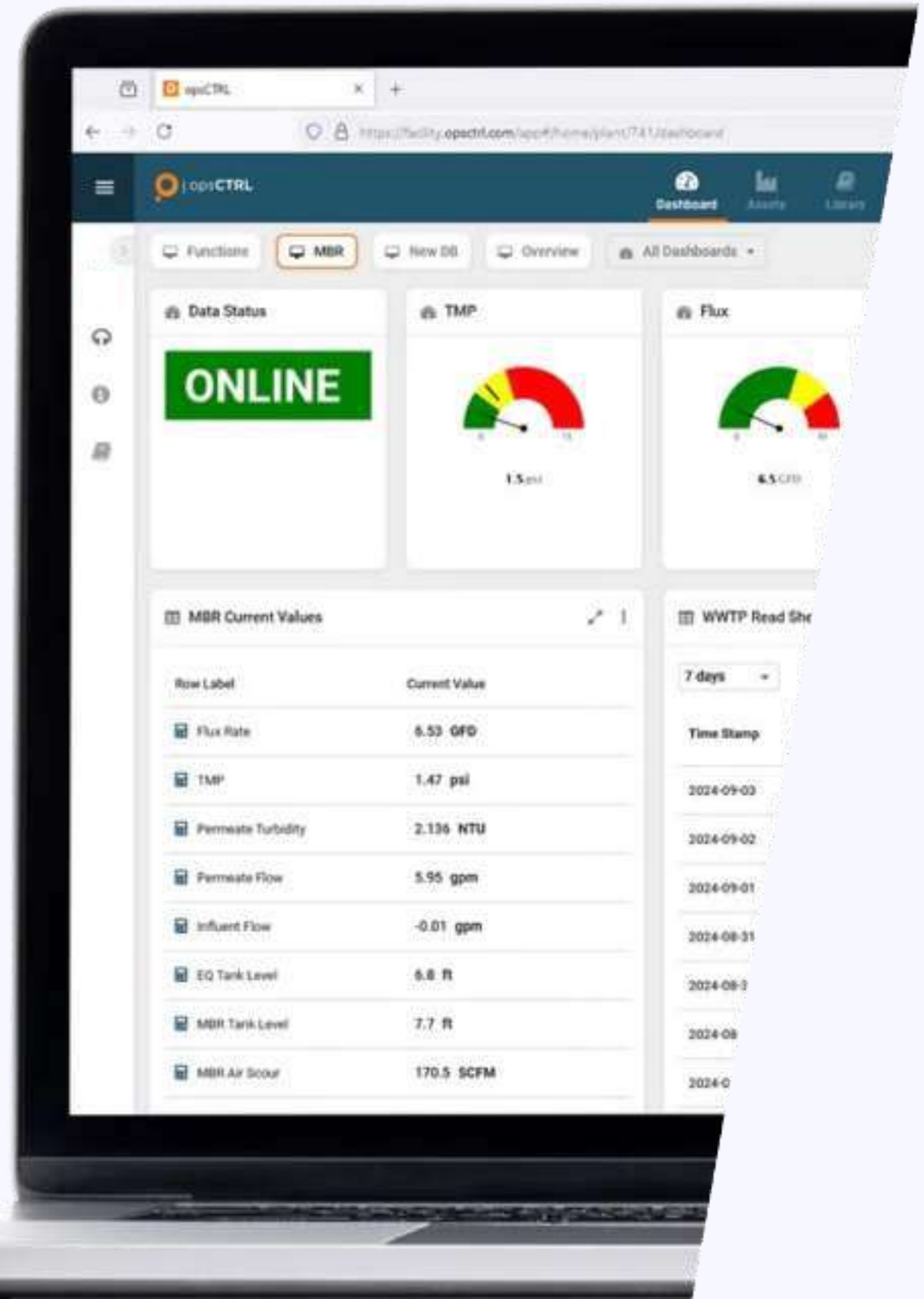




Feature: Dashboards

Dashboards provide a centralized interface for visualizing and analyzing real-time and historical data.

- Fully customizable with charts, tables, widgets, and KPIs to suit operational needs.
- Allows users to create, share, and personalize dashboards for specific roles and responsibilities.



opsCTRL

Feature: Dashboards

WHAT IT MEANS FOR YOU

1 CONTINUOUSLY UP-TO-DATE DATA

Access real-time insights with no delays, enabling confident decision-making.

2 TELL A COMPLETE STORY

Visualize trends and group data to uncover actionable insights.

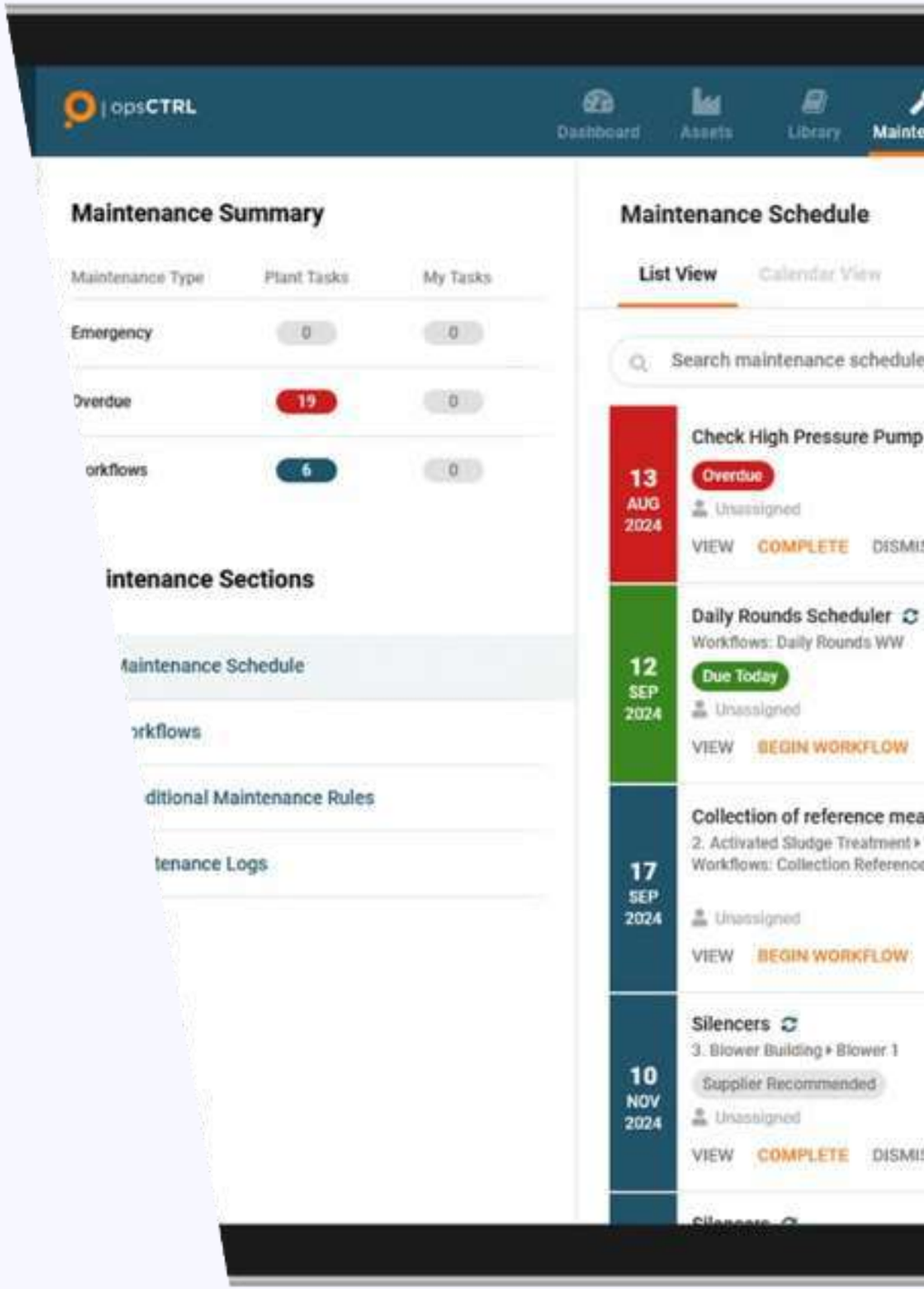
3 EMPOWER YOUR TEAM

Equip teams with intuitive dashboards that provide the data they need for their specific roles.

Feature: Maintenance & Workflows

Simplifies the management of routine, preventative, and conditional maintenance tasks to ensure asset reliability.

- Supports task scheduling, real-time maintenance triggers, and digital workflows for standard operating procedures.
- Logs and tracks maintenance activities comprehensively.



Feature: Maintenance & Workflows

WHAT IT MEANS FOR YOU

1 STAY ON TOP OF MAINTENANCE

Automate task scheduling to reduce manual workload and guesswork.

2 MAXIMIZE UPTIME

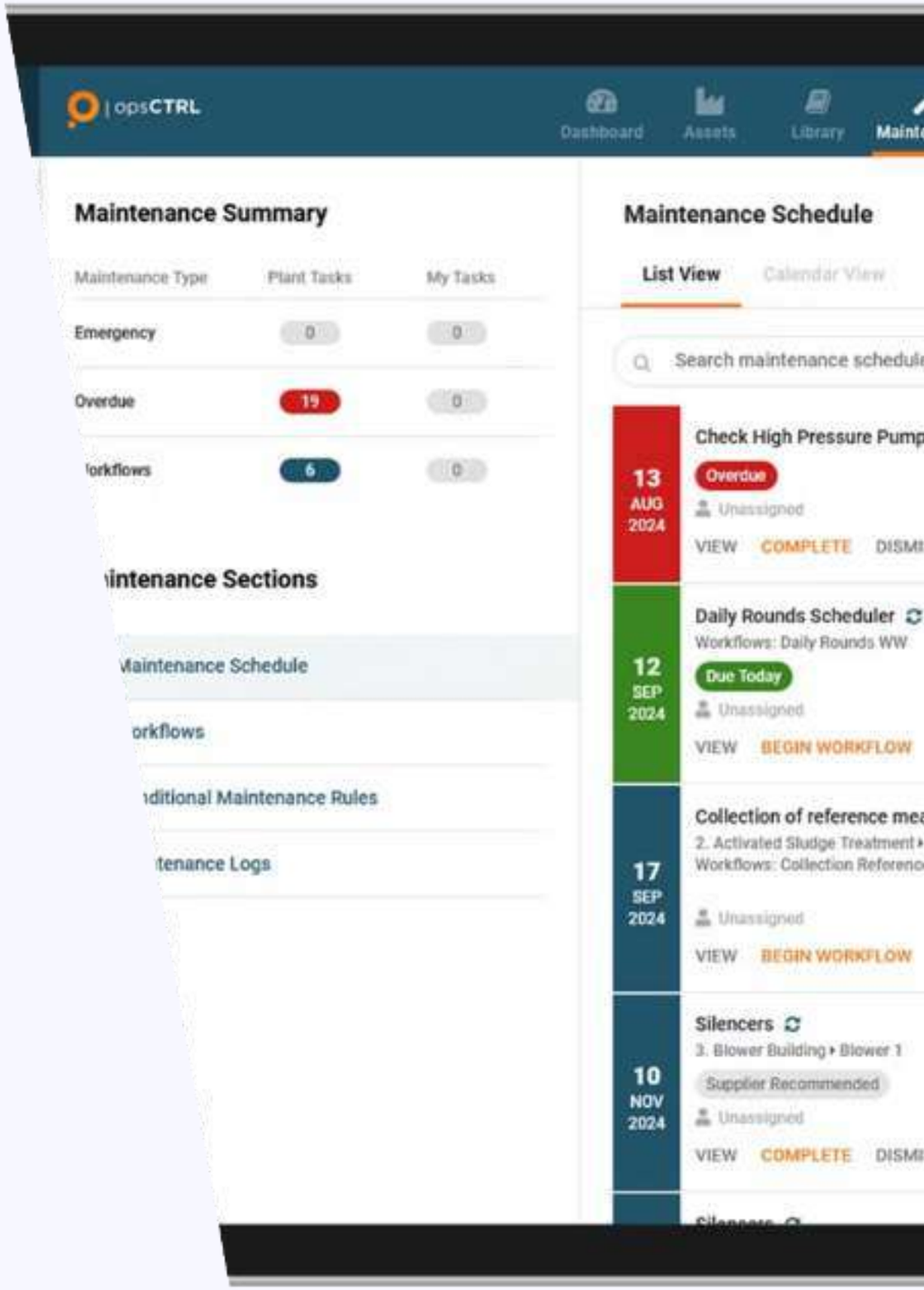
Minimize downtime with proactive maintenance planning and execution.

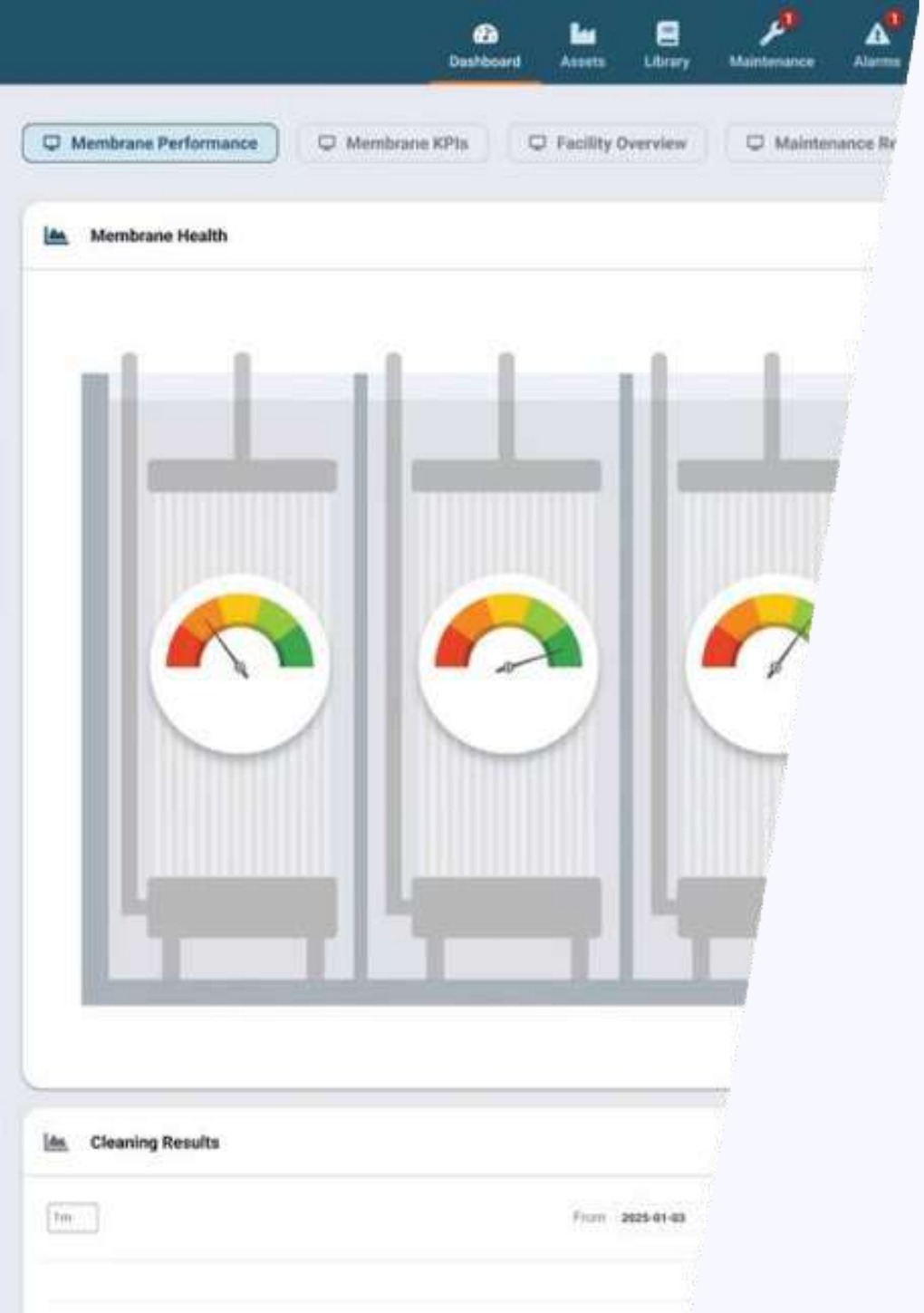
3 QUICK REFERENCE AT YOUR FINGERTIPS

Centralize maintenance data for quick access and informed decision-making.

4 CAPTURE ACTIONABLE INSIGHTS

Convert manual logs into meaningful data to improve future planning.

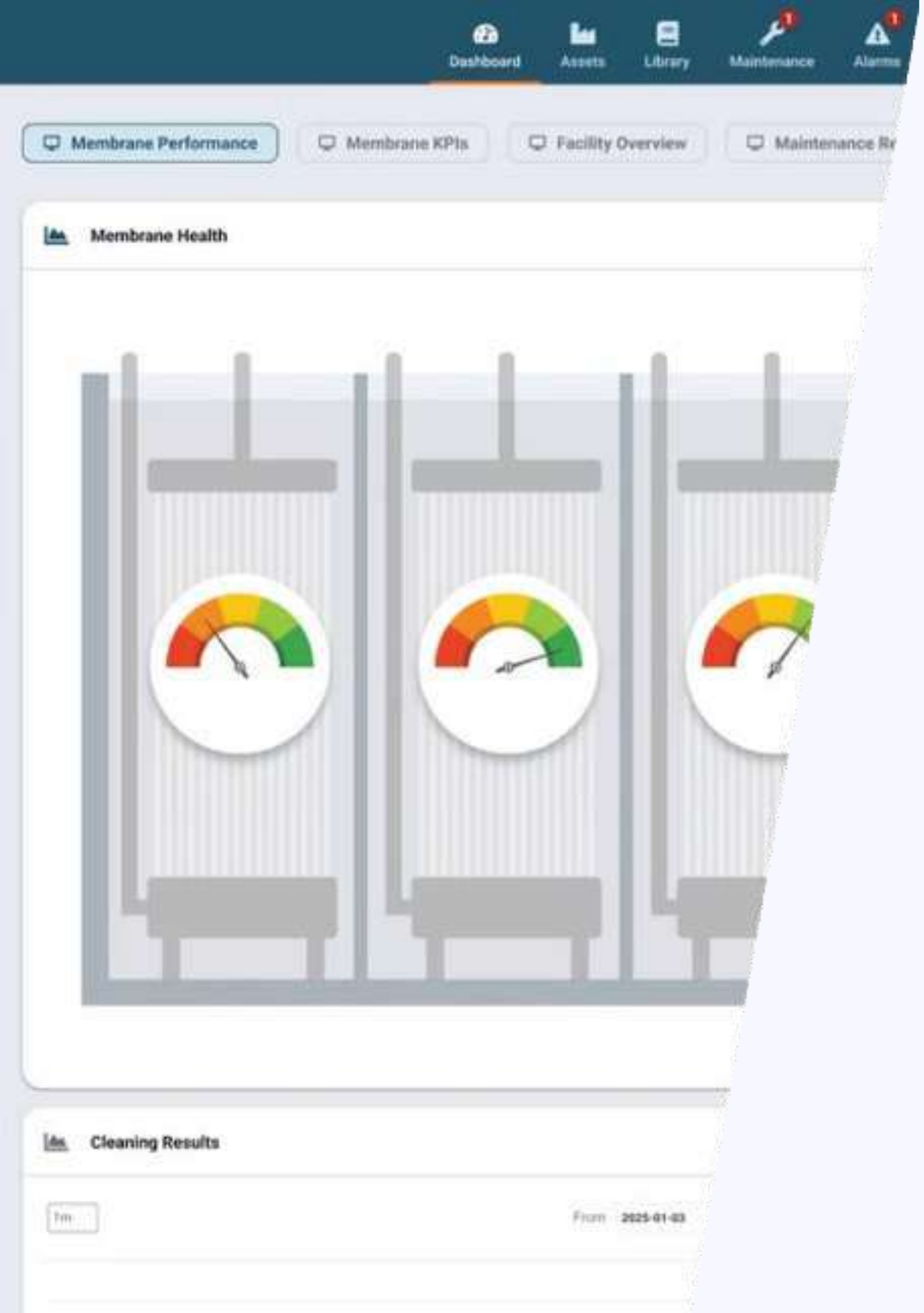




Feature: Decision Support

Transforms raw data into actionable insights using advanced analytical functions.

- Includes features like membrane cleaning analysis, SRT and chemical load calculations, and flow forecasting.
- Enables more informed operational decisions through intuitive data processing.



opsCTRL

Feature: Decision Support

WHAT IT MEANS FOR YOU

1 STREAMLINED DATA PROCESSING

Save time by automating raw data analysis for faster decisions.

2 INTUITIVE DATA ACCESS

Access critical variables easily without relying on spreadsheets.

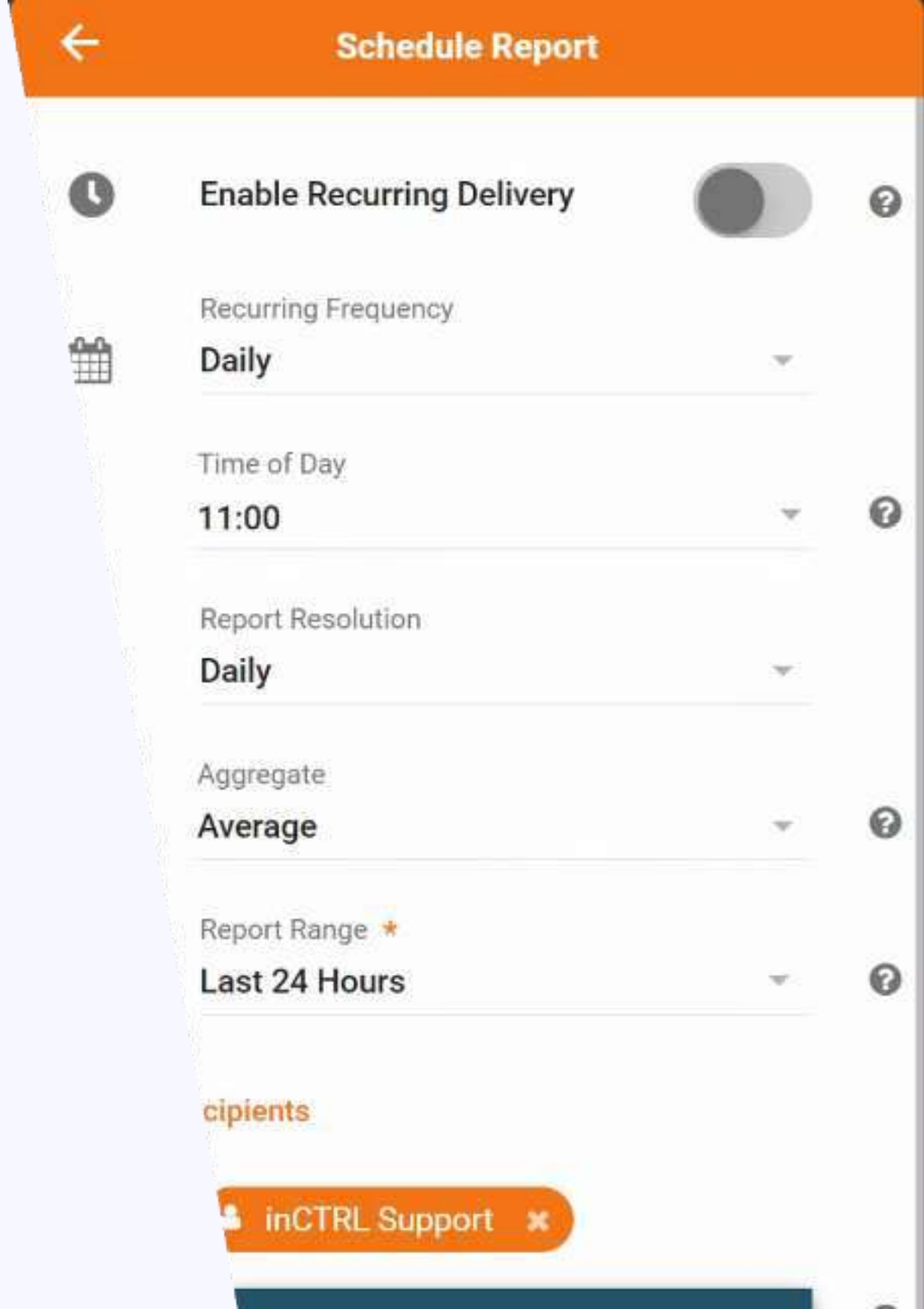
3 PROACTIVE PLANNING

Make confident decisions using precise, real-time insights.

Feature: Reporting

Simplifies report compilation, scheduling, and automation for operational and regulatory needs.

- Customizable to meet the specific requirements of stakeholders, including compliance reporting.



Feature: Reporting

WHAT IT MEANS FOR YOU

1 SAVE TIME

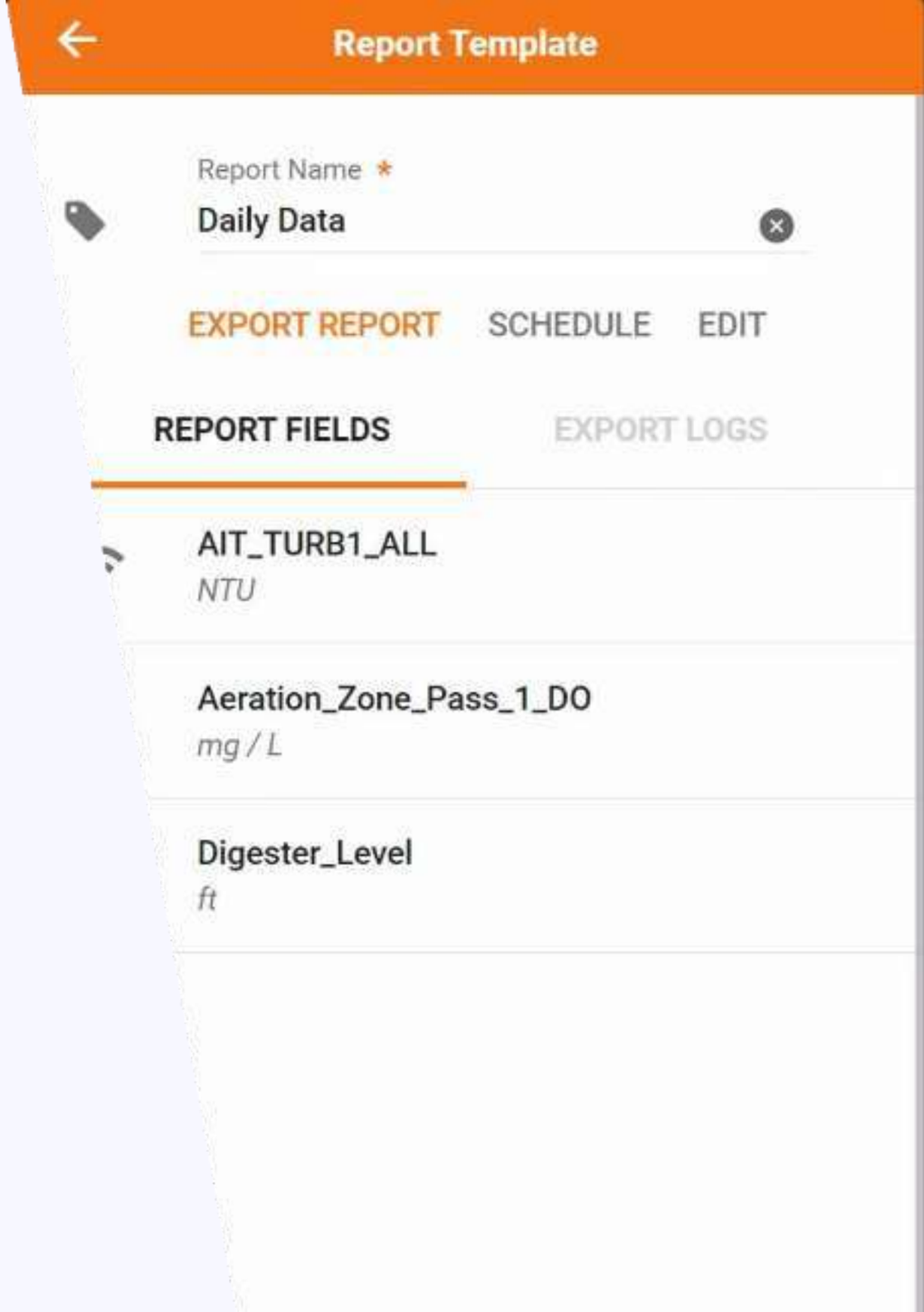
Automate reporting processes to focus on higher-value tasks.

2 CUSTOMIZABLE FOR STAKEHOLDERS

Generate tailored reports for internal teams or external partners with ease.

3 EFFORTLESS COMPLIANCE

Ensure adherence to industry standards with streamlined regulatory reporting.



Implementation Process

opsCTRL Implementation Process

Seamlessly implement opsCTRL into your operations with real-time monitoring, data-driven decision-making, and long-term value. Benefit from expert guidance and support at every step.

1

BASIC SET UP (1-2 Weeks)

- Create account and add users.
- Establish secure data connection.

2

DEFINE GOALS & TIMELINE (2-4 Weeks)

- Conduct kickoff meeting with the Operations Team.
- Analyze flowing data, existing processes and gather materials.
- Set success goals and implementation timeline.

3

BUILD & REFINE CONTENT (3-6 Months)

- Develop custom opsCTRL content with expert support.
- Review and test content with the Operations Team.
- Refine content through bi-weekly or monthly reviews.

Data Connection

Get the most out of your data

Leverage your equipment and sensor data to power intelligent, data-driven operations.

QUICK FACTS

- Secure, one-way connection established from your data source (PLC, SCADA, etc.) to opsCTRL.
- End-to-end encryption ensures data remains protected during transmission.
- Cloud-based storage allows access to your data anytime, anywhere, from any device.
- Full control over data access with account admin permissions.

Secure Data Connection Methods

GETTING DATA FROM YOUR PLANT INTO opsCTRL: EWON CONNECTION

BEST FOR YOU IF YOU:

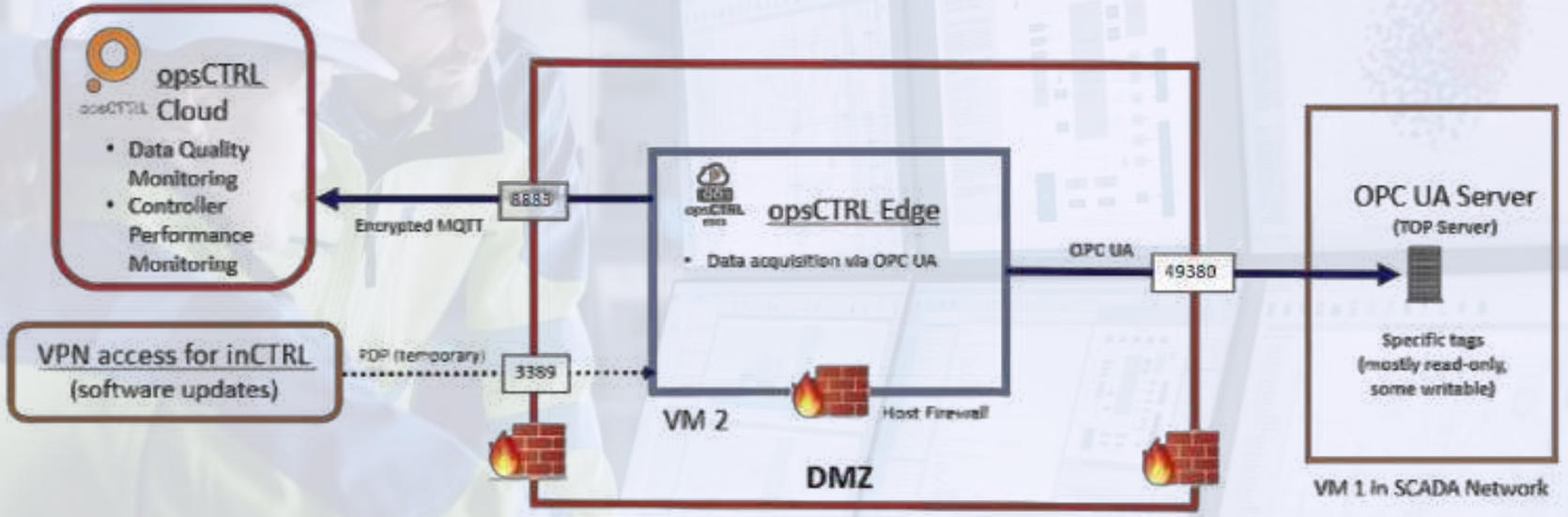
- Want a simple and fast way to connect your data.
- Manage a moderate number of data tags (up to 1,000 tags/min and 3 PLCs).
- Can integrate a small IoT device into your panel.

REQUIREMENTS:

- A PLC connection via Ethernet.
- Space for an Ewon device with a power supply.
- An external antenna for the Ewon (via coaxial cable).
- Internet connection via local network or managed cellular service.

Secure Data Connection Methods

GETTING DATA FROM YOUR PLANT INTO opsCTRL: opsCTRL EDGE



BEST FOR YOU IF YOU:

- Need maximum control over connections.
- Have a high volume of data tags (>1,000 tags, unlimited devices).
- Have IT resources to configure a virtual machine and connect to your PLC.

REQUIREMENTS:

- A PLC connection (Modbus TCP or OPC UA server) with access to data tags.
- A virtual machine in a secure network (DMZ) with pre-configured ports.
- IT support for installing and configuring the Edge software.

Implementation Services

OUR OFFERINGS

COMPLIANCE REPORTING

Manage your data and automate compliance reporting with ease.

ON-SITE ONBOARDING

In-plant visits to onboard and train your operations team.

INTEGRATION SERVICES

Seamlessly integrate opsCTRL with other systems and data sources.

Implementation Services

Basic Plant Set Up – $4,800

Everything needed to get a plant up and running

- Configure up to 50 basic alarm rules and assign recipients.
- Create an asset structure with up to 25 subassets from a PID or Excel template.
- Overlay live system data on actual HMI screenshots.
- Provide a holistic overview of processes or systems using charts, KPIs, gauges, tables, and widgets.
- Configure and integrate eWon, pull tags from the PLC, and import them into opsCTRL.
- Create up to 10 simple functions or calculations (e.g., statistical, lag, totalizer).
- Schedule up to 20 maintenance tasks for assets.
- Upload up to 10 PDFs (e.g., O&M manuals, troubleshooting guides).
- Digitize processes (e.g., Daily Rounds) into workflows.
- Set up two simple workflows for data entry.

Advanced Plant Set Up – $12,000

Complete digitization package for connected plant operations

- Configure up to 50 basic alarm rules and assign recipients.
- Set up to 10 advanced alarms and assign recipients.
- Create an asset structure with up to 50 subassets using operational drawings or templates.
- Lay out live system data in a clean, custom design (quantity: 3).
- Provide a holistic overview using charts, KPIs, gauges, tables, and widgets (quantity: 3).
- Establish an edge connection, pull tags from an OPC server, and import them into opsCTRL.
- Develop one advanced function (e.g., membrane analytics).
- Create up to 10 simple functions or calculations (e.g., statistical, lag, totalizer).
- Schedule up to 20 maintenance tasks for assets (quantity: 2).
- Transform and import data into opsCTRL.
- Digitize processes (e.g., Daily Rounds) into workflows (quantity: 3).
- Set up two simple workflows for data entry.

About inCTRL Solutions

About inCTRL Solutions

Who we are and what we do

Best-in-class software solutions + Industry-leading process expertise = Intelligent operations

- inCTRL combines best-in-class software with industry-leading water, wastewater, and biogas expertise.
- We empower operations teams to achieve resilient, efficient, and sustainable performance in ever-changing environments.

About inCTRL Solutions

Who we are and what we do

inCTRL's key personnel bring more than 50 years of experience in the fields of optimizing municipal and industrial wastewater and biogas treatment processes.

- inCTRL Solutions was created in 2012.
- Joined the **SKion Water** family in 2021.
- We work with utilities and suppliers of all shapes and sizes.
- We have hundreds of connected plants across the globe including United States, Canada, Europe, and Southeast Asia.

About inCTRL Solutions

PLATFORMS

- **opsCTRL Supplier:** Seamlessly connect equipment and customers to deliver real-time insights and enable smarter, more streamlined operations.
- **opsCTRL Facility:** Achieve real-time visibility into operations and processes to enable proactive decisions, improve efficiency, and maintain control.
- **SIMBA#:** Advanced modeling for water, wastewater, biogas, sewer networks, and receiving water bodies to optimize processes and improve efficiency.

ADVANCED DIGITAL SOLUTIONS

- **Controller Performance Monitoring (CPM)**
- **Sensor Performance Management (SPM)**
- **Key Process Indicators (KPI) Suites**
- **Membrane Performance Management (MPM) Suite**
- **AI Sensors**
- **Digital Twins**
- **Advanced Control Solutions**
  - ABAC-SRT (Ammonia-Based Aeration Control-Sludge Retention Time)
  - MPC (Model Predictive Controllers)

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Thank you for your interest in opsCTRL

We look forward to helping you transform your water, wastewater, or biogas facility with intelligent operations.

opsCTRL
Where data meets decisions

inCTRL
shared insights
new value