



## CASE STUDY

# Water utility strengthens reliability and efficiency with Octave Attune APM

### Key facts:

**Company:** Water utility

**Industry:** Water-Wastewater

**Region:** North America

**Octave products used:**  
Attune APM (*HxGN APM*)

### Key benefits:

- Reduced energy consumption and equipment strain through better visibility into operational changes and targeted adjustments
- Transitioned from time-based to condition-based maintenance, extending asset life and reducing unnecessary costs
- Unified operations, maintenance and engineering with shared insights, enabling better capital planning and a stronger reliability culture

Ensuring reliable service delivery while keeping costs and energy usage under control is a constant challenge for water utilities. With aging infrastructure, increasing regulatory demands and growing community expectations, utilities need modern solutions to monitor, maintain and optimize asset performance. One water utility turned to Attune APM to break down silos, reduce inefficiencies and build a proactive reliability strategy that improves service to customers while protecting long-term investments.

### Business Challenges

The utility's existing processes provided limited visibility across operations and maintenance, making it difficult to align departments around shared goals. Operational inefficiencies, such as improper valve operations, were straining equipment, contributing to downtime and driving up energy consumption. Without integrated data or effective collaboration, teams lacked the insights needed to improve reliability and plan capital projects effectively.

#### Key challenges included:

- Limited operational visibility and alignment across departments
- Operational inefficiencies negatively impacting equipment performance
- Rising energy consumption from inefficient operations
- Siloed teams causing maintenance and reliability issues entry

### The Approach

To address its operational challenges, the water utility adopted Attune APM, a comprehensive asset performance management platform designed to unify asset data and support smarter decision-making. By creating a single source of truth for asset health and reliability, the utility enabled operations and maintenance teams to work from the same insights, improving coordination and ensuring decisions were based on accurate, real-time information.

With Attune APM in place, the utility introduced real-time visibility into operational changes, allowing staff to better anticipate their impact on equipment. Inefficiencies such as valve operations that drove up energy demand were identified and corrected, while diverse operational and maintenance datasets were integrated to create a full picture of asset condition.

The utility also leveraged condition monitoring to shift from calendar-based to predictive maintenance strategies, formalized asset strategies and analytics to preserve institutional knowledge and established a collaboration hub where operations, maintenance and engineering could document and share lessons from critical asset events.



## Results Achieved

By putting Attune APM into practice, the utility transformed its reliability strategy and day-to-day performance. Teams now had the context and insights they needed to move beyond reactive maintenance, reduce waste and plan more effectively for the future. The platform not only improved operational efficiency but also supported broader goals around sustainability and cost optimization. These included:

- Cross-departmental alignment, ensuring operations, maintenance and engineering worked toward shared objectives.
- Clearer asset health insights, connecting equipment performance directly to operating practices.
- Lower energy use, achieved through more efficient operations.
- Data-driven capital planning, using maintenance and failure history to prioritize investments.
- Extended asset lifecycles, supported by condition-based maintenance strategies.
- A stronger reliability culture, built on collaboration and transparent knowledge sharing.

## Looking Ahead

Through the adoption of Attune APM, the water utility redefined its approach to asset performance management. Previously reactive and fragmented processes were replaced with an integrated, forward-looking strategy that drives efficiency, sustainability and reliability. With greater visibility into operations, stronger cross-team collaboration and modernized maintenance practices, the utility is now positioned to deliver safe, dependable service to its community while controlling costs and building resilience for the future.

To learn more about how Attune APM supports efficient, reliable utility operations, visit our website, [here](#).

## About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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