



CASE STUDY

How a leading water utility leverages Octave Attune EAM for intelligent networks and predictive maintenance

Key facts:

Company: Gruppo CAP

Website:
www.gruppocap.it/en

Octave products used:
Attune EAM (HxGN EAM)

Key benefits:

- Single source of truth
- Advanced analytics & predictive maintenance
- Streamlined fieldwork for immediate access to information

Gruppo CAP is a public utility that serves over 2.2 million citizens across Milan, Italy, and neighboring provinces, including Monza-Brianza, Pavia, Como and Varese. As one of Italy's leading publicly-owned water operators, Gruppo CAP faces the complexities of managing a vast network of assets across a wide territory and must ensure transparency, accountability and public control.

To bring high-quality water to its customers, Gruppo CAP relies on a system of thousands of kilometers of water and sewer networks, wastewater treatment plants and purification plants, which require a diverse range of systems, machinery and equipment.

The challenge: Making network management smarter by breaking down data silos

Proactively maintaining a large water infrastructure network at scale is a challenging task.

To do so, Gruppo CAP needed to make its entire network smarter, with equipment, machines and infrastructure that generate data throughout the entire lifecycle. This data needed to be gathered in a robust asset management solution that would serve as a single source of truth and a



real-time decision engine. In 2021, the company recognized the need to improve its asset management practices. Its asset data was scattered across multiple business systems and the granularity of information varied significantly from one business function to another.

"In some domains, important information was stored on Excel sheets, and maintenance records were collected on paper before being entered into the company's current application. This led to information loss and a significant lag between when data was collected, and when it could be acted upon," said Domenico Andreis, CEO of Octave's partner, I-AM.

“Choosing to adopt Attune EAM was a strategic decision and it has since become a critical application within the company. We anticipate that it will continue to prove its worth in the future.”

Tiziana Lorefice
Senior IT Project
Manager, Gruppo CAP



The solution: Attune EAM, a new backbone adopted through an innovative agile methodology

In January 2021, Gruppo CAP began browsing the enterprise asset management market to select a software platform that could serve as the backbone for its operations while reengineering the company's processes. The project team selected Attune EAM because it could manage complex assets, connect different data sources and use advanced technology to drive investment and maintenance decisions, with little to no additional development.

The implementation of Attune EAM went live after 10 months thanks to an innovative “hybrid agile” methodology that ensured speed, flexibility and transparency.

“After an initial trial period to gauge the efficacy and ability of Attune EAM to meet our business needs, we were able to move forward - and we are now seeing the results,” said Matteo Belloni, Gruppo CAP's Head of Asset Management.

The results: Enhancing service quality through smarter analytics and connected operations

The implementation of Attune EAM has helped Gruppo CAP successfully centralize data and unify information that was previously dispersed across multiple business systems. The EAM registry has facilitated standardization via a consistent enterprise reference system.

Several of the benefits Gruppo CAP experienced included:

- A comprehensive view of the company's assets in real-time
- The ability to make data-driven decisions and prioritize investments
- A set of key performance indicators (KPIs) and advanced analytics to predict and prevent failures, optimize maintenance schedules and enhance asset reliability and availability
- Access to up-to-date information, both in-office and during fieldwork, via mobile devices, resulting in streamlined and standardized work processes

Attune EAM's mobility features have been a game-changer for Gruppo CAP. Field technicians can now use tablets equipped with the Transit app, to access previously scattered information, such as plant components, procedures, and maintenance and operation processes. All work processes, including data collection, work orders, emergency response and meter replacements, can now be performed via the app rather than on paper. This saves time, money, and frustration and makes reporting significantly easier.

Ultimately, these improvements translate to higher service quality, increased customer satisfaction and more sustainable water services.

“The path undertaken with I-AM and Octave laid the groundwork for the reengineering of our operations. This is a complex transformation that will take time - but we have enabled the continuous improvement of all our business processes, and we are already seeing the benefits.”

Matteo Belloni,
Head of Asset Management,
Gruppo CAP



The future: A solid foundation to transform operations and leverage maintenance 4.0

The team is now looking at the future, and the new opportunities made possible by Attune EAM. “The adoption of Attune EAM was a strategic decision and has become a critical application within the company,” said Tiziana Lorefice, Senior IT Project Manager. “It will now be enriched with new integrations.”

With plans to integrate advanced modules such as Predictive maintenance and reliability centered maintenance (RCM) modules, system reliability studies, interaction with BIM modules and Machine Learning for anomaly detection, the team is determined to bring the full benefits of Maintenance 4.0 to their operations.

Attune EAM has provided Gruppo CAP a strong foundation to transform, digitize and optimize their operations, ensuring continuous improvement of all its business processes and reducing the total cost of ownership.

Key results

A single point of reference for previously scattered and siloed information:

- Real-time access to asset lifecycle information for all departments, both in the office and during fieldwork activities
- Improved control and monitoring of each asset, with a complete view of costs
- Productivity gains through the elimination of phone calls, emails and paper processes
- Standardization of processes and reduction in the total cost of ownership

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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