



CASE STUDY

Small-Town Success: Eliminating Spills and Upgrading Operations Without Capital Approval

City of Fairview (Population: 8,700)

OVERVIEW

RIOT Industrial is a leading SCADA company. Specializing in PLC Control Systems, Hosted SCADA, and AI based data analysis solutions, we serve communities with populations below 10,000.

BACKGROUND

The City of Fairview's Water Department was struggling with unreliable auto-dialer systems. These systems failed to alert staff to pump failures and line pressure issues, resulting in service disruptions and multiple reportable spills. Testing of the auto-dialers also proved unreliable as they might work when tested on Monday, and then fail during an alarm event on Tuesday. With limited resources and a lean team, the department needed a smarter way to manage critical alarms—quickly and affordably.



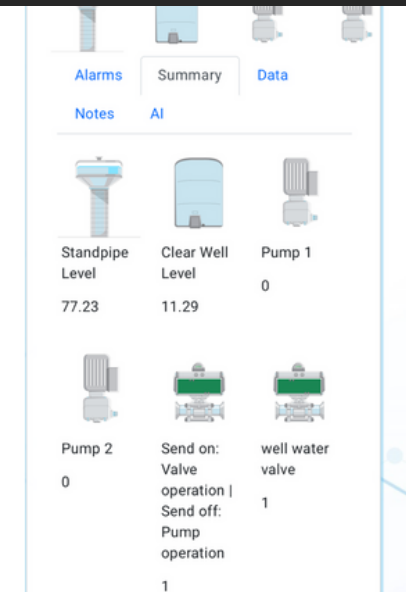
Traditional monitoring methods were reactive and delayed, depending on scheduled site visits or unreliable autodialer callouts — often too late to prevent major losses.

OUR INNOVATION

Rather than overhauling its existing PLC infrastructure, the department layered RIOT SCADA on top—gaining modern capabilities without replacing hardware.

Key Benefits:

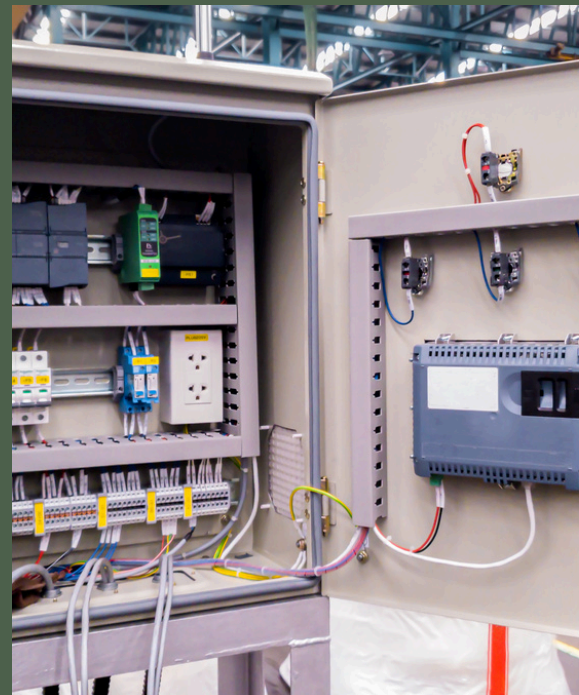
- Guaranteed Alarm Delivery
 - Reliable callouts to the full team—no more missed alarms
- Real-Time Mobile Access
 - Operators can respond from anywhere
- Built-In Visuals
 - Dashboards for pumps, tanks, and pressures
- Advanced Reporting
 - Simplified compliance and internal tracking



TECHNICAL IMPLEMENTATION

RIOT INDUSTRIAL'S TECHNICAL TEAM DEPLOYED A CUTTING EDGE SOLUTION THAT DELIVERED BETTER THAN EXPECTED RESULTS ON DAY 1

- RIOT Gateway
 - Installed in parallel with existing PLC to collect data and push to the Cloud
 - Modbus communication to the existing PLC for real-time data
- Ruggedized Cell Modem
 - Installed to ensure reliable data to the Cloud and physical isolation from the city's network
- Remote Integration
 - All tag mapping and dashboard configuration performed at RIOT HQ



OUTCOME

The entire upgrade was completed within the department's existing operating budget—and well below the threshold requiring city council approval.

No delays. No red tape. Just results.

WHAT HAPPENED

Since implementing RIOT SCADA:

- The city has experienced zero spills
- Line pressure issues are addressed proactively
- The water team operates with greater confidence and coordination

METRIC	BEFORE	AFTER
Response Time	24 Hours (site visit dependant)	Immediate (< 1 Minute)
Spill Damage Costs	\$25k - \$40k (per incident)	\$0 (zero spills)
Regulatory Risk	High	Minimal
ROI Timeline	12 - 18 months (estimated)	3 Months (actual)

RESULTS

What once caused stress and cleanup costs is now handled smoothly thanks to real-time alerts, clear visibility, and mobile monitoring.

TAKE AWAY

By choosing to modernize their existing water operations and integrated with RIOT SCADA, the City of Fairview has:

- Met its goal of 0 spills
- Become proactive in pressure/leak management
- Eliminated a major source of operational risk

"We didn't need to wait for a big capital project or go through council—we just made the decision and got it done. RIOT SCADA has paid for itself by helping us eliminate spills and keep things running smoothly."

— Public Works Director, City of Fairview

RIOT Industrial: Smart solutions for smart operators.

CONTACT US TODAY

Schedule a Call today with an
Integration Expert for a
Free Consultation and Demo

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