

# Training & technical support

EQUIP YOUR STAFF WITH THE KNOWLEDGE THEY NEED



Get the most out of your most important resources



When Xylem equipment is put to skillful and safe use, you get a higher return on your investment. You bought Xylem equipment for its durability, reliability and efficiency. Be sure you get the most out of it by ensuring that your equipment operators and service technicians have the required proficiency to do their jobs well. You can, for instance, enhance employee knowledge about equipment maintenance, monitoring and control, and energy audits.

## What it is

Training and technical support from Xylem TotalCare includes operator training, equipment service training and technical coaching by our highly qualified engineers. These services enable Xylem equipment owners to achieve higher plant productivity at a lower cost, maximizing return on investment.

## How it works

We assess your needs and design appropriate training programs to increase staff knowledge and skills for operating and maintaining Xylem equipment and control systems. Customized training programs give your staff practical operating and maintenance information that will keep your equipment running at peak performance. Personal contact with our experts for ongoing technical support is also readily available whenever needed.

## Why it makes sense

Get expert training, support and advice from the people who know your equipment and control systems best. With training and technical services from Xylem TotalCare, your employees are empowered to improve the efficiency of plant operation and maintenance.

## Why Xylem TotalCare

When you work with Xylem TotalCare services, you get secure, optimal operations that come only with broad engineering expertise in water and wastewater.

- Enhance employee knowledge and skills about equipment maintenance, monitoring and control, and energy audits
- Empower staff to manage your plant or equipment
- Maximize return on investment
- Invest in knowledge

## Case study 1

**CHALLENGE:** To control a potential flooding problem on the London Underground, and increase its water monitoring capabilities.

**SOLUTION:** A Xylem team assessed the situation, provided a complete solution to reduce the flood risk and improve visibility. Our team also trained the London Underground provider responsible for maintenance. Pump operation and water levels are now monitored continually, enabling swift response to urgent situations based on accurate, up-to-the-minute information.

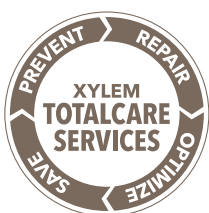
## Case study 2

**CHALLENGE:** Transferring technician knowledge to plant employees at the largest UV disinfection plant in Dubai after start-up of the system. The plant has 2,700 lamps and treats up to 30,000 m<sup>3</sup>/hour for reuse purposes.

**SOLUTION:** Xylem field service technicians conducted an intensive "know-how transfer" program (including environment, health and safety regulations) tailored to the needs of the plant operator. Since the system is quite complex, the training was performed on-site in order to maximize the operators' understanding of the equipment. The customized training resulted in improved plant performance, less downtime and higher productivity.

## Price

Fees for training courses may be based on a fixed course fee per participant or for a maximum number of participants per training session. Contact your local Xylem service manager for more information.



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