



Service Solutions and Project Capabilities

END TO END MEICA SERVICES

WHO WE ARE

From concept to completion, Xylem provides engineering excellence and comprehensive service capabilities to design, install, maintain, optimise, and repair across a multitude of water and wastewater projects. With over 100 years' experience, our unique combination of innovative products and services, proven expertise, and unmatched customer support have been helping to create a more water-secure and resilient world. As the world's most trusted water and wastewater experts, Xylem provides a full range of technical and field support needed to achieve greater efficiency, reliability, and compliance. From designing smarter next generation systems, to a safe turnkey installation with the option of maintenance or 24/7 operation.

▷ Vision

Xylem has a clear vision: To deliver world-class engineering excellence and be the customer's preferred provider of products, services, and solutions. Working together with you, our partner, Xylem bring quality, innovation, reliability, sustainability, and unrivalled customer service, helping you to repair, refurbish and renew your vital infrastructure.

▷ Capabilities

As market leaders distinguished by industry expertise, we have been designing & manufacturing specialist engineered projects for more than 100 years and we stand behind every product we install for life, offering some of the best extended warranties in the industry. Our experienced and multi-skilled project team work closely with our partners and key stakeholders to ensure the project is executed to the required standards.

OUR PROJECT CAPABILITY

Our historical record for the design, supply and installation of engineered products delivered on time, safely and to the highest standards, in arduous conditions, are what set us apart. This specialist capability has made Xylem synonymous with engineering excellence worldwide. In addition to our proactive programme of strategic acquisitions, we continually invest in our product and service offering. With the people, processes, and systems in place to support optimised operational efficiency when meeting the needs of our partners. All products and service solutions are provided in accordance with all the relevant UK, European and International standards.

WHAT WE DO



Inspection & auditing

Sustainability Audits: We conduct comprehensive sustainability audits to evaluate the efficiency of your systems and identify opportunities for energy savings, reduced environmental impact, and overall sustainability improvements - meaning we support you in reducing your carbon footprint and meet your CO2 emission goals.

Project management

You can class us as your one-stop solution for turnkey projects and site upgrades. With a commitment to excellence, we handle every aspect of your project journey, from concept to seamless execution, ensuring unmatched efficiency and reliability. Whether you require pump system design, procurement, installation, or commissioning, our expert team has got you covered. Our team of experts will also optimise your infrastructure for enhanced performance and energy efficiency. By fine-tuning and modernising your systems, you will see a significant reduction in energy consumption and a noticeable decrease in CO2 emissions.

Digital solutions

Our digital solutions revolutionise water management. By harnessing the transformative potential of cutting-edge digital technologies, we empower our clients with innovative solutions for asset management, predictive maintenance, data analysis, and remote monitoring which optimise performance, reduce downtime, and enhance operational efficiency paving the way for a smarter, more sustainable water future.



In-house design

Construction Design and Management (CDM): Navigating the complexities of construction projects requires a deep understanding of CDM regulations. Our team of skilled professionals has honed their expertise in CDM, ensuring that every aspect of the design process adheres to the highest standards of safety, efficiency, and sustainability. By employing best practices and innovative methodologies, we seamlessly manage potential risks and deliver projects that exceed expectations.

Mechanical, Electrical, Instrumentation, Control and Automation (MEICA): We are at the forefront of MEICA capabilities, empowering us to provide holistic solutions for your project's mechanical and electrical needs. Our team of engineers combines technical expertise with a creative approach to tackle even the most complicated challenges. From inception to completion, we meticulously integrate MEICA systems, streamlining operations and enhancing overall project performance.



Planned Preventative Maintenance Agreements (PMAs)

A PMA is a cost-effective service contract from Xylem tailored to meet your specific requirements and budget. Xylem recommends a planned maintenance agreement to ensure the optimal performance of your asset offering coverage for pumps, treatment systems, and equipment manufactured by us as well as those manufactured by other suppliers. Regular servicing of your equipment ensures consistent performance, minimises downtime, and extends its lifespan. Service agreements are tailored to guarantee uninterrupted operations.

Genuine spare parts

We maintain a comprehensive inventory of genuine Original Equipment Manufacturer (OEM) Xylem spare parts and accessories. With prompt availability and reliable replacements, we ensure that your systems always remain operational and efficient. By using parts engineered to fit seamlessly into your equipment, you can rest assured of an extended lifetime for your systems and a noticeable reduction in the total cost of ownership.



Breakdown and repairs

We understand that equipment may require maintenance or repair at some point in its lifecycle. To cater to your specific needs, we offer both onsite repair and workshop repair services. Our highly trained service engineers, equipped with fully loaded vehicles, are ready to respond promptly and efficiently to any breakdown situation. Upon arrival at your site, they will assess the issue and determine the necessary steps for repair. Rest assured, our dedicated team will work diligently to restore your equipment to optimal working condition, ensuring minimal downtime and maximum operational efficiency.

Rental

Xylem Rental Solutions is your go-to source for flexible and reliable water solutions. Whether you need temporary equipment for emergencies, short-term projects, or additional capacity during peak demand, we have you covered. Our extensive fleet of state-of-the-art pumps, dewatering systems, and water treatment equipment is readily available to cater to your unique water management needs. Every project is different, and we understand that. Our expert team will work closely with you to design a customised rental solution that precisely meets your requirements.

WHERE WE WORK



Local authority

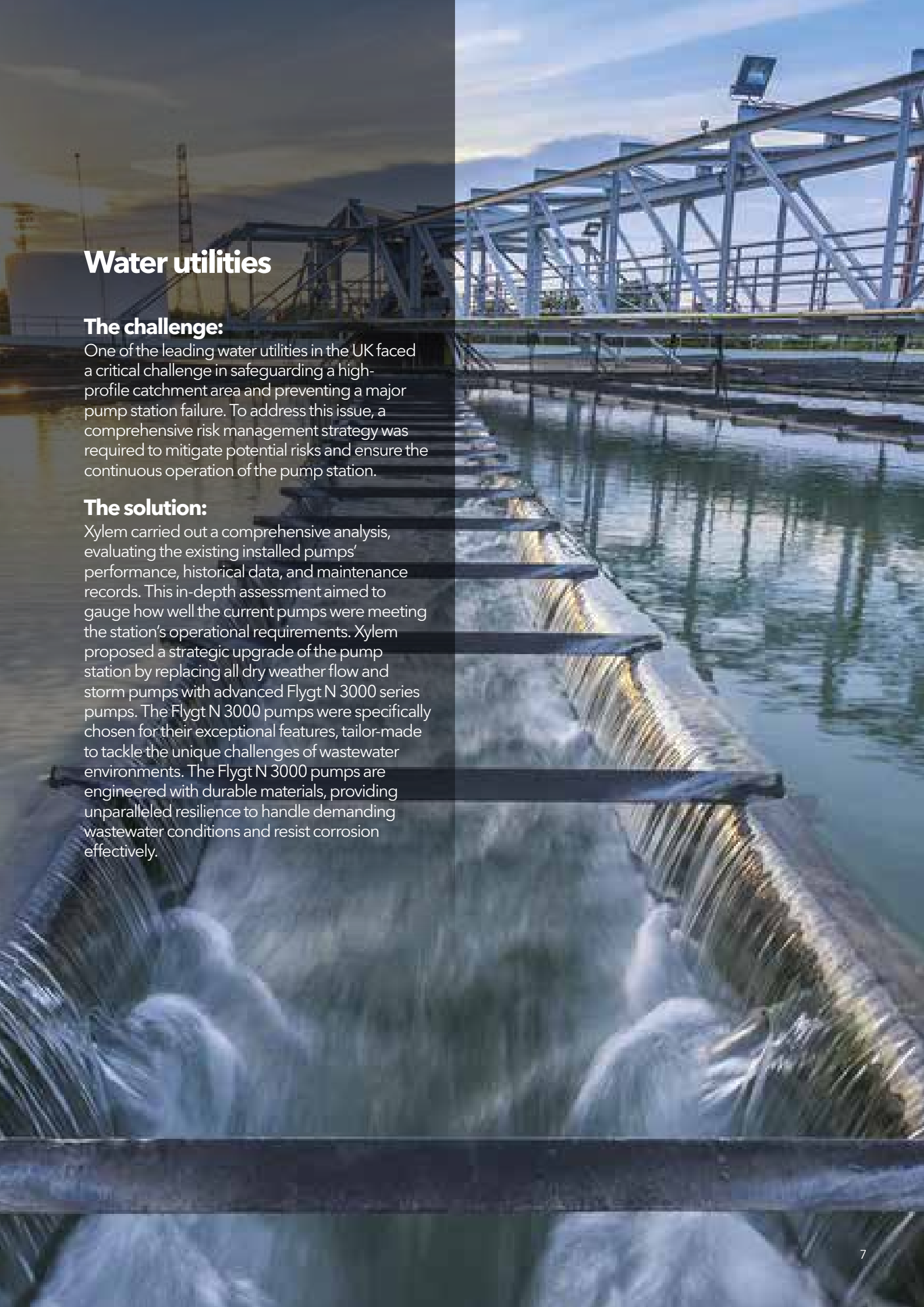
The challenge:

A prominent football club has long been grappling with the challenges posed by flooding incidents, adversely affecting critical rail infrastructure and causing significant disruptions to local businesses.

The solution:

Design and installation of a state-of-the-art floodwater pumping station, equipped with high-capacity pumps capable of efficiently handling large volumes of floodwater with a backup generator to ensure continuous operation even during power outages, critical for maintaining floodwater control during emergency situations and equipped with automatic penstocks, designed to regulate water flow and prevent backflow during flooding events. To facilitate efficient monitoring and management of the pumping station, Xylem incorporated advanced telemetry systems. This cutting-edge technology allows real-time remote monitoring of critical parameters, enabling swift responses to changing flood conditions and optimising floodwater control leading to enhanced flood resilience in the area.

Water utilities



The challenge:

One of the leading water utilities in the UK faced a critical challenge in safeguarding a high-profile catchment area and preventing a major pump station failure. To address this issue, a comprehensive risk management strategy was required to mitigate potential risks and ensure the continuous operation of the pump station.

The solution:

Xylem carried out a comprehensive analysis, evaluating the existing installed pumps' performance, historical data, and maintenance records. This in-depth assessment aimed to gauge how well the current pumps were meeting the station's operational requirements. Xylem proposed a strategic upgrade of the pump station by replacing all dry weather flow and storm pumps with advanced Flygt N 3000 series pumps. The Flygt N 3000 pumps were specifically chosen for their exceptional features, tailor-made to tackle the unique challenges of wastewater environments. The Flygt N 3000 pumps are engineered with durable materials, providing unparalleled resilience to handle demanding wastewater conditions and resist corrosion effectively.

WHERE WE WORK

Construction

The challenge:

Riverlinx CJV, on behalf of Transport for London (TfL) are constructing the new Silvertown Tunnel under the river Thames. The 1.4 km twin bore road tunnel will improve cross-river connectivity in east and southeast London. The tunnel will connect the A1020 Silvertown Way/Lower Lea Crossing on the north side with the A102 Blackwall Tunnel Approach on the south side. A significant construction challenge to be considered, was the issue of water runoff from vehicles and rainwater entering the tunnel. An effective pumping solution to handle the water and prevent potential flooding and safety hazards was therefore required.

The solution:

To combat the water ingress, Xylem designed, installed and project managed several pumping stations strategically placed along the tunnel route. The various low sump pump, ramp sump pump and tunnel invert sump areas was equipped with a mixture of powerful NZ 3301 70kW pumps, NP 3171 18.5kW pumps and NP 3085 1.3 kW pumps all operating in a duty/duty assist configuration to ensure a continuous and reliable operation to handle varying water inflows effectively.

Xylem's scope of work encompassed the supply, installation, and commissioning of all pumping stations, including the required equipment and infrastructure. Additionally, approximately 1 km of 300mm wrapped ductile iron pipework was installed to facilitate the efficient transportation of pumped water. A further requirement of the entire system included rigorous pressure testing to ensure its robustness and reliability, to handle all associated varying water inflows effectively.



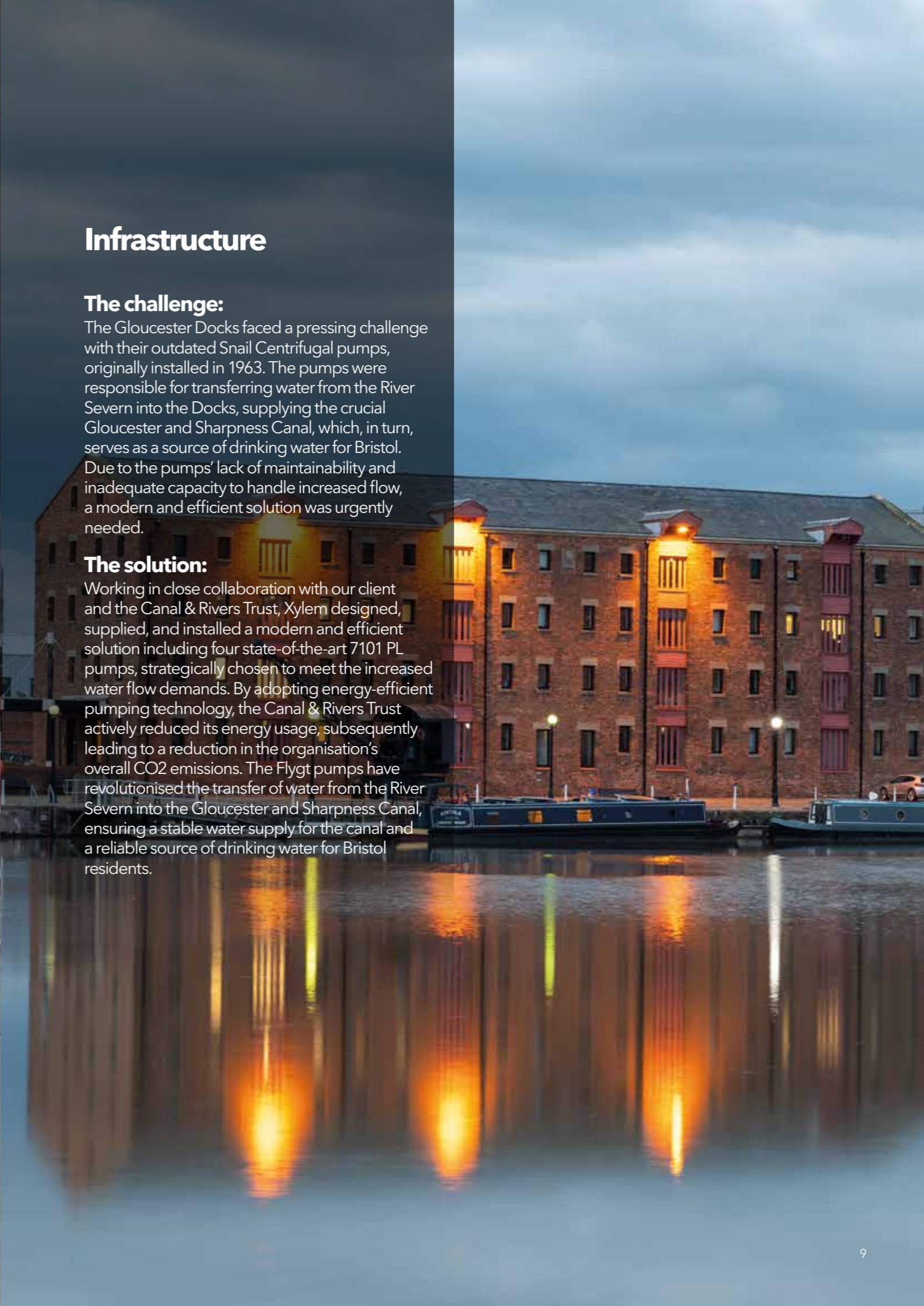
Infrastructure

The challenge:

The Gloucester Docks faced a pressing challenge with their outdated Snail Centrifugal pumps, originally installed in 1963. The pumps were responsible for transferring water from the River Severn into the Docks, supplying the crucial Gloucester and Sharpness Canal, which, in turn, serves as a source of drinking water for Bristol. Due to the pumps' lack of maintainability and inadequate capacity to handle increased flow, a modern and efficient solution was urgently needed.

The solution:

Working in close collaboration with our client and the Canal & Rivers Trust, Xylem designed, supplied, and installed a modern and efficient solution including four state-of-the-art 7101 PL pumps, strategically chosen to meet the increased water flow demands. By adopting energy-efficient pumping technology, the Canal & Rivers Trust actively reduced its energy usage, subsequently leading to a reduction in the organisation's overall CO2 emissions. The Flygt pumps have revolutionised the transfer of water from the River Severn into the Gloucester and Sharpness Canal, ensuring a stable water supply for the canal and a reliable source of drinking water for Bristol residents.



HOW WE DELIVER

Our highly trained and experienced teams can take care of your projects from end to end. We stay close to our customers throughout the entire process to better understand their needs and tailor our solutions to fit them.

250+
across UK & Ireland

1000+
employees across UK & Ireland

120+
years of combined industry experience

12
dedicated service and rental facilities across UK & Ireland

12+
market leading brands



Xylem |'zīləm|

- 1) The tissue in plants that brings water upward from the roots;
- 2) a leading global water technology company.

We're a global team unified in a common purpose: creating advanced technology solutions to the world's water challenges. Developing new technologies that will improve the way water is used, conserved, and re-used in the future is central to our work. Our products and services move, treat, analyze, monitor and return water to the environment, in public utility, industrial, residential and commercial building services settings. Xylem also provides a leading portfolio of smart metering, network technologies and advanced analytics solutions for water, electric and gas utilities. In more than 150 countries, we have strong, long-standing relationships with customers who know us for our powerful combination of leading product brands and applications expertise with a strong focus on developing comprehensive, sustainable solutions.

For more information on how Xylem can help you, go to www.xylem.com

