



## Benefits

- Maintain a project from afar
- Provide a connection with the headquarters
- Perform a constant supervising

## Remote Maintenance with eWON and CPN satellite services at the Ends of the Earth

The company Proaqua, specialized in water provision decided to provide to its desalination plant a remote maintenance and communication structure. The company decided to fight the rural exode and quality of life in Namibia by implementing a desalination plant, turning the salty ground water present in this region into drinking water.

Sven Ketzer, who has put the plant in Namibia into operation, explains: « In just the first few days, many people came up to 18 kilometers from the surrounding area on foot or on donkey carts, to fill up with fresh water and take it home. »

He was on site for several weeks, to make villagers familiar with the new technology. He then flew back to the company headquarters, in Mainz. As this plant would be nothing without a permanent maintenance, Sven established a remote monitoring system before leaving.

This remote connection has been made possible in means of eWON technology combined with CPN satellite services.

### CPN and eWON collaboration

By providing a PLC-controlled system remotely maintainable, the eWON technology made the management of the desalination plant in Namibia possible from Mainz or from anywhere else in the world through a direct and secure access to the control system.

The eWON technology is composed of an eWON industrial VPN router and an online server, accessible through an internet connection and a simple and free software called 'eCatcher'. The eWON router creates the connection between the PLC controlling the plant and the BGAN satellite transceiver providing the internet connection.

To connect the plant to the Proaqua headquarters in Mainz and implement a communication link, they decided to ask the services of another company from Rheingau: CPN Satellite Service which is specialized in communication solutions working via satellite and which makes data available worldwide

“ **With the assistance of eWON and CPN, I have made a giant step closer to my goal** ”

Customer: ProAqua  
Country: Namibia  
Sector: Waste water treatment



For the people there it is really vital that the plant runs smoothly



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## The Project goes on thanks to remote maintenance

In this way, once a day, a status mail is send from Namibia from an eWON remote maintenance router to Sven Ketzer's desk, who is continuously informed about the pH value of the water and key values about the fill level of the borehole water.

He can get into contact with the plant in Namibia via Talk2M and eWON on any internet connection, call up the relevant data and check the settings remotely and if there are any emergency messages, these reach Sven Ketzer immediately on its mobile phone. Another specificity of this structure is that it can keep data archiving of the variables in order to maximize machine uptime and productivity.

So he continued its project launched in Namibia and looked after the plants while staying in Maiz, supervising and managing the system from afar.

« For the people there it is really vital that the plant runs smoothly » says Sven Ketzer. With the assistance of eWON and CPN, he has made a giant step closer to this goal which was to provide a better quality of life to that population, who has to walk miles through the desert to find drinking water.

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### Head Office

22 Av. Robert Schuman  
1400 Nivelles  
Belgium  
Tel: +32 67 895 800  
info@ewon.biz

### North American Office

2345 Murray Ave, suite #305  
Pittsburgh, PA 15217  
USA  
Tel: +1-412-586-5901  
info@ewon.us