

*Clearly in control*

# Thames Water

A SOLUTION THAT DEMANDS ATTENTION

*flexibility*

The Thames Water control room in Hampton, UK, is often featured on news reports and shown to prospective overseas clients. Harp created a display wall that offers a wide range of functionality while impressing with its high-tech good looks.



*"Harp provided not just the latest display technology, but their own enabling technology which meant we could have the solution we wanted right away, with the flexibility to move to a new platform once our software upgrades were completed. "*

*Name, title company*

# C A S E S T U D Y

## Challenge

In March 2000, Thames Water asked Harp to design a new display wall for its Hampton site to reflect its commitment to leading edge technology. Seven years ago the existing control room had been notable as the first industrial use of video technology in the UK. Thames Water wanted to go boldly back to the leading edge.



The Hampton site deals with fresh water supplies for the London area, and has a very high profile. It is frequently in the news or being toured by foreign visitors interested in Thames Water's overseas consultancy services.

Harp was selected for having successfully completed the control room in the Maple Lodge site that deals with London's dirty water.

From an operations point of view, the brief was very specific. Thames Water knew exactly what needed to be seen, and by whom. From a sales and marketing perspective, there were additional requirements. Presentation was very important, and the corporate image had to be maintained.

## Strategy

Thames Water was in the process of upgrading its existing SCADA system, but the new-look control room was on a much faster time scale. This meant the display wall had to work on a legacy platform (in analogue video switch mode) then quickly migrated to the new NT solution when it became available, without affecting operations.

This ruled out using a cube system, so many alternatives were considered for both technical feasibility and visual appeal.

## Solution

Harp found the perfect solution in the Christie DLV, a smart, flexible multisync projector. The DLV could be locked onto the video systems of the existing PC base, then later reconfigured and colour matched for a continuous screen environment using Harp's proprietary drive technology, NTDW.

Harp also tailored its CommandaNT software – which usually provides operators with control in an NT environment – to offer the same function in video switch mode. This control included the ability to invoke 'all change' scenarios.



## Results

Operators have all the information they want laid out in the way they want to view it. Each operator has a personal area of responsibility mapped out on the display wall, but can easily take over command of other areas when required.

Thames Water tries to bring as many prospective clients as possible to the Hampton site, to demonstrate the company's wide-reaching capability – before closing down a bid for international business!