

Building on a trusted partnership to modernize water infrastructure

Leveraging proven wastewater success and next-generation controls to support reliable operations across municipal water systems

For municipalities, maintaining reliable water and wastewater services requires more than dependable equipment. It requires technology partners that can help utilities modernize infrastructure, simplify operations, and prepare for future growth. For one Midwestern U.S. municipality serving nearly 17,000 residents, that partner has been Xylem.

Over the past several years, the municipality has standardized much of its wastewater and water infrastructure around Xylem control technologies. What began as a successful relationship supporting wastewater operations expanded into freshwater applications, ultimately culminating in the deployment of Xylem's latest-generation MultiSmart powered by Nexicon controller platform.

Building Confidence Through Wastewater Operations

The community operates an extensive network of municipal infrastructure that includes 10 wastewater sites and six freshwater sites serving different areas of the community. Many of these assets utilize Xylem control solutions to help operators monitor and manage critical operations.

As the utility continued investing in its infrastructure, it had already developed confidence in Xylem through successful wastewater projects. Several pump stations had been modernized using Flygt Concertor systems paired with legacy MultiSmart controllers and cloud-based monitoring through Flygt Cloud. The improved visibility, control, and operational performance these solutions delivered demonstrated the value of a connected utility network. The utility subsequently expanded its use of Xylem technologies and later transitioned to the next-generation MultiSmart powered by Nexicon platform.

Challenge

Modernize aging municipal water and wastewater infrastructure, simplify operations across 16 sites, and adopt next-generation controls without disrupting service.

Customer

A Midwestern U.S. Municipality, United States

Task

Deploy Xylem MultiSmart powered by Nexicon controllers across freshwater facilities, building on an established base of legacy MultiSmart units and Flygt Concertor systems.

"The implementation process was seamless, and the new MultiSmart powered by Nexicon platform gives the utility confidence as it continues modernizing its water infrastructure. Xylem has been a trusted partner throughout that journey."

Damian Browne, Technical Sales Manager

Expanding into Freshwater Applications

After seeing success within its wastewater operations, the municipality sought a similar approach for portions of its freshwater system. These facilities play a critical role in moving water throughout the community, including pumping water into elevated storage tanks and supporting daily service demands. While wastewater and freshwater systems have unique operational requirements, the utility wanted a solution provider capable of supporting both environments.

Xylem's controls expertise, combined with an established working relationship, positioned the company to support the utility's next phase of modernization. The municipality selected Xylem for a freshwater controls project that would introduce it to the latest generation of Xylem technology.



Implementing MultiSmart Powered by Nexicon Technology

The project incorporated Xylem MultiSmart powered by Nexicon controllers, a significant step forward in the utility's controls strategy. Its infrastructure already included legacy MultiSmart controllers, giving operators first-hand experience with Xylem technology and strengthening confidence in the migration path toward newer platforms. The deployment demonstrated how utilities can adopt next-generation technology while continuing to build on existing investments.

Implementation was straightforward and highly successful. The installation was described as nearly "plug-and-play," allowing the utility to quickly realize the benefits of the new system without significant disruption to operations. Customer feedback was overwhelmingly positive, with both the technology and the deployment experience meeting expectations.

Creating a Roadmap for Future Modernization

Beyond the installation itself, the project created a roadmap for future upgrades. With legacy MultiSmart controllers and modern MultiSmart powered by Nexicon technology already operating across the utility, the municipality is well positioned to continue standardizing its infrastructure over time.

The success of the latest project has established a template that can be replicated at additional locations— demonstrating how a phased approach to modernization helps utilities advance their digital infrastructure while maintaining confidence in day-to-day operations.

Did you know?

MultiSmart powered by Nexicon is backward-compatible with legacy MultiSmart installations, so utilities can upgrade to next-generation control while preserving their existing I/O wiring, programming logic, and operator familiarity— minimizing downtime and training cost.