

A dark blue baseball cap with the Veolia logo embroidered in red on the front.

AquaserviceTM

*for the pharmaceutical industry:
the performance of your water
process is our business*

Continuous efficiency and reliability with Veolia's service offer

We work closely with you to identify and help you prevent potential risks to your organization by offering a service bundle tailored to meet your needs.

Aquaservice™ and bundled packages help you meet production targets while keeping costs and risks under control. We can make sure your water system is validated and good manufacturing practices (GMP) compliance is maintained, production demands are always met and water and energy savings are continually optimized.

“

We invested in Hubgrade because it allows us to maintain and monitor the plant and it is also a great way for us to get technical knowledge without our engineers having to travel back and forth to site. This system and the additional support I receive from Veolia Water Technologies's customer service team has shown me that we are not just paying for a technology, but for a service that has truly gone above and beyond.

”

Jamie Hughes,
Engineering Manager at
EcoLab Contamination Control



What's included in Aquaservice?



A comprehensive range of service offerings that can be tailored to meet your requirements with our bundles. Full-time, in-house service engineers, dedicated support staff and experienced technical support are all focused on ensuring your system is operating in line with specifications and meeting your operational requirements.

Aquaservice and bundles will help you to:

- Maximize capacity, availability and system uptime
- Optimize operating costs and environmental efficiencies
- Extend the life of your equipment
- Exceed safety standards and comply with legislation
- Maintain water quality and quantity requirements

1 All our contracts come with Aquaservice as standard

	Aquaservice includes*
Planned preventive maintenance visits by Veolia service engineers	Minimum of two visits
System Cleaning In Place (CIP) when applicable	✓
Access to technical support and assistance	✓
Access to a digital library enabling data visualization and notifications of events and alarms plus automatic reporting via Hubgrade's digital portal**	✓
Preferential prices for contract customers	✓
Single or multi-year contract	✓

* Subject to local capabilities. Please contact your local Veolia Water Technologies representative to confirm available services.
** Connected equipment only.

2 Customize your service package by choosing the bundles that best suit your needs

On site response time

Compliance

Consumables and parts

Remote support

Enhanced response (all inclusive)



Aquaservice made simple

Your challenges are our concern. We support you to maintain ongoing system compliance with regulations and maximize system uptime. Veolia's engineers and technical support team are GMP trained and used to working in regulated environments.

Your bundle, your choice

All the benefits of Aquaservice are included as standard. Flexible service bundles provide lifetime cover for your system and the peace of mind that comes with having a reliable regulated water treatment service that you can trust.



Our recommendation

Based on our experience in delivering water treatment services in regulated industries.



Contact us

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 webcontent@veolia.com

Note: additional ad-hoc services may be included based on installed system requirements.

* Subject to local capabilities. Please contact your local Veolia Water Technologies representative to confirm available services.


To learn more





Aquaservice value proposition: peace of mind and performance guarantees


We have more than 160 years’ experience in delivering water treatment technologies and services.


Our teams are passionate about providing rapid support services for the critical water applications that keep your business moving. That’s why we have a wide range of water treatment services to maintain the performance and extend the life of your systems. We can make a world of difference to you. We pride ourselves on getting our engineers on site — at the right time, with the right parts — to deliver the right solution.


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Maximizing capacity, availability and system uptime
- 

Optimizing operating costs and environmental efficiency
- 

Assuring water quality continually meets specifications
- 

Extending your system life
- 

Supporting compliance with safety standards and regulations
- 

Delivering rapid support in the event of an emergency breakdown

Water expertise

Our engineers work with you to support your business and develop a solution to your evolving requirements, no matter the size or scope of your site. They are knowledgeable and trained on a wide range of water treatment systems. With connected technologies, our experts have access to all your system information at their fingertips. From documents and applications to data trends and high-speed reporting, they have a unique snapshot of your operations, enabling them to identify and fix problems quickly.

Peace of mind

The last thing you need is for your water treatment system to break down when you need it. That’s why, when it really matters, we are here to support you with our full-time, in-house engineers, dedicated support staff and technical support.



Connected services

Your business is unique — you have specific needs when managing water treatment. A wide range of connected services can support you with all of your water treatment related challenges.

We offer you a wide range of services, a team of full-time, in-house engineers, dedicated support staff and experienced technical support. We have also combined the expertise of our employees with digital solutions (Hubgrade) to process data and provide you with a continuous supply of optimized solutions adapted to your priorities.

Aquaservice by VEOLIA

Aquaservice support and bundle packages offer great value and a reliable service at every level.



Mobile Water Services

A leading provider of rental water treatment services for industry. Our service allows you to have a reliable and secure source of treated water 24/7, 365 days a year.



Refurbishment

Refurbishing your existing water treatment plant is an effective way to improve plant performance and extend the life of your system, without large capital expenditure.



Hubgrade digital solutions

Hubgrade is a combination of digital tools and expertise to remotely monitor, evaluate and optimize the management of water, waste and energy resources fully in line with cybersecurity regulations and infrastructure to safeguard your data.



Global water audits

Comprehensive analysis of your water cycle to uncover potential cost, energy and water savings as well as operational improvements.



Water treatment chemicals programs

A full range of process chemical, water hygiene and bulk chemical solutions. Applying our expertise to optimize the operation of your water treatment system.



Service Deionisation (SDI)

High-purity water regeneration and service deionization service providing you maximum recyclability and sustainability.

Resourcing the world

Veolia Water Technologies

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