



With John Taylor, CEO, XiO Water Systems

PROVIDING CLOUD-BASED SOLUTIONS FOR OPERATIONAL CHALLENGES

Can you briefly overview XiO and its position in the water and wastewater industry in Texas?

XiO helps customers improve operational efficiencies, drive sustainability, and create value or ROI by better-utilizing data. We're a software and data services company with deep roots in industrial automation and control.

XiO began in California, where we've helped hundreds of water companies leapfrog existing SCADA technology and move directly to cloud-based systems. Over the years, XiO has provided services to larger, more complex organizations, many of which operate multiple sites under one system interface. We've been operating in Texas for several years and see similarities between the two states, with the higher number of rural water systems in need of digital transformation, as well as larger entities that are seeking to get greater functionality from existing SCADA systems.

How does XiO's cloud platform solve operational and sustainability issues for water and wastewater utilities, as well as adapting to evolving needs in the industry?

Most water systems have operated with a concern for the "here and now". Cloud platforms provide leverage to address operational and sustainability challenges because they can handle large volumes of data needed for predictive analytics. The leverage is in using software and services already designed to solve the issues, rather than building a bespoke system that requires internal IT infrastructure and management.

XiO's platform is built on the Amazon Web Services (AWS) microservices model and is built to scale. This means that as an organization's needs grow, the XiO platform automatically provisions more resources as needed. The system is easily extensible over wide geographies. In California, the State Department of Transportation remotely monitors and controls operations at 15+ Safety Roadside Rest Areas distributed over 700 miles of interstate through a single system.

Could you highlight some of XiO's core competencies and the range of services you offer to your clients in Texas, specifically cybersecurity? Our core competencies are based on our deep expertise in water and wastewater together with our experience managing cloud software services. XiO's system works as a standalone system or as a supplemental operations management platform for existing legacy SCADA systems. Our cloud-based software applications provide insight into industrial systems through an easy-to-use interface.

XiO's cloud platform brings a multi-layered approach to cybersecurity, including identity and access management, data encryption and secure communication, redundancy and disaster recovery, and continuous updates and patch management. Cloud platforms are capable of real-time monitoring and analysis to detect a breach, as well as the ability to provide full redundancy through geographically separated backups. The cloud platform means your control system and historian data are safe and accessible, regardless of conditions on the ground, especially important with natural disasters.

How does XiO's cloud-based SCADA software facilitate collaboration and knowledge sharing among workers, and why is this important in the industry? In traditional systems, knowledge might be shared verbally or with a post-it note inside a control cabinet. XiO's asset inventory feature enables operators to upload photos, manuals, specs, service records, and notes to individual assets online. This way, there is a historical record of the asset's performance, as well as condition notes provided by the operators. System documentation is available in one place, saving users time trying to locate the correct version. What lives in the cloud can't be lost. We help retain institutional knowledge by providing a centralized repository. In this way, knowledge of the system is shared among users and retained in the system itself, rather than in the memory of the user.

How can XiO programs prepare you for the future?

Utilizing cloud software as a service is a model that helps utilities future-proof their technology. Rather than investing in large capital purchases, SaaS software provides municipalities with the latest software in perpetuity. Imagine no expensive software updates, no patches, and no backups. Using SaaS software helps municipalities reduce their IT spending, reduce their cybersecurity risk, and keep pace with technology and solutions.

John Taylor is an experienced CEO and visionary leader who spearheads transformative change at companies through innovation and digital transformation. John specializes in driving value for emerging growth companies poised to scale by placing customers at the core of the business and product development strategy.

