

**Company:** Thames Water  
**Application:** Water / Wastewater Services



### Scope:

**Tap Water:** 8.5 million customers  
2.6 billion liters/day

**Wastewater:** 13.5 million customers  
2.8 billion liters/day

### Background:

As the United Kingdom's largest water and wastewater services company, Thames faces a large-scale challenge in maintaining water quality for all its customers around the clock. With tap water alone, approximately 500,000 analyses are conducted from samples produced by 99 water treatment facilities.



### Challenges:

- Perform water quality tests with minimal time and effort
- Identify quality problems quickly to perform corrective action
- Log and track all results to meet quality certifications and comply with strict regulatory guidelines

## Solution Components:

### Thermo Scientific iCAP 6000 Series ICP Emissions Spectrometer

- Reduces sample prep and run time
- Conserves bench space
- Produces accurate results 7/24/365

### Thermo Scientific SampleManager LIMS

- Eliminates manual transcription errors
- Batch process scheduling and reporting
- Result logging with unique ID tags for trackability

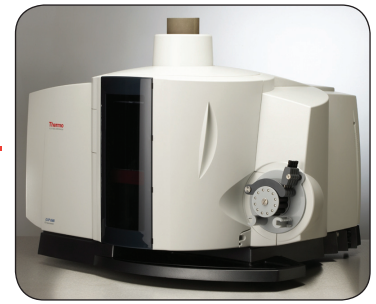
### Microsoft® SQL Server

- Industry-standard database server

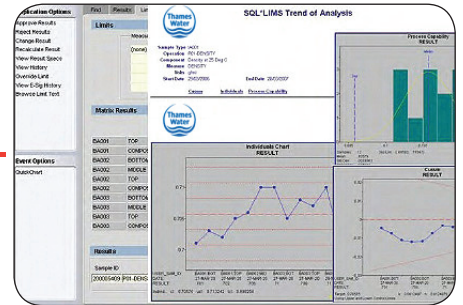
## Results:

The integrated CONNECTS solution enables Thames Water to collect data on organisms, substances, and physical properties, and compare findings against the prescribed concentration or value (PCV) for each parameter. Data logging, analysis, and tracking is completely automated, which has resulted in a significant reduction in sample turnaround time, higher sample throughput, and greater confidence in offering regulatory bodies the highest standards in data quality, while providing customers with a continuous supply of safe water.

CONNECTS Integration



Thermo Scientific iCAP 6000 Series ICP Emissions Spectrometer



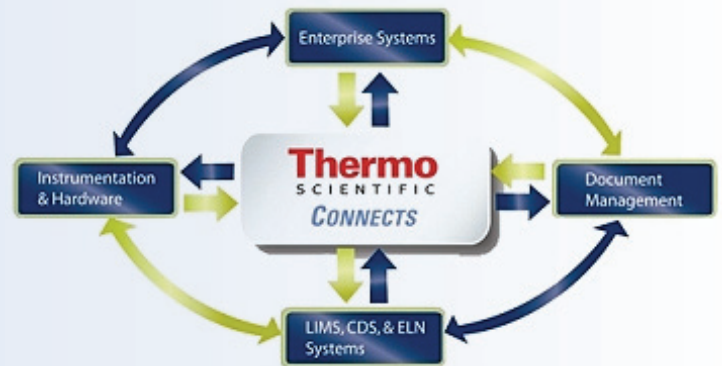
Thermo Scientific SampleManager LIMS



Microsoft® SQL Server

## About Thermo Scientific CONNECTS

Thermo Scientific CONNECTS is aimed at bridging the gaps between laboratory generated data and the enterprise level information that is required for mission critical management decisions. A broad product offering allows us to help our customers expand the business of science from the laboratory throughout the enterprise, providing both the integration of instruments and systems, and interoperability necessary to transforming data into relevant business drivers for companies across the broadest spectrum of industries.



For more information, visit [www.thermoscientific.com/connects](http://www.thermoscientific.com/connects)