



SMART FLOW

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“An Post has partnered with SMART FLOW on their water sustainability agenda nationwide. We are delighted to achieve a 60% reduction in our water costs at our strategically based locations”

Meghan McGinley,
Environmental & Systems Officer,
An Post

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Company Name

An Post

Industry

Postal & Financial Services

Location:

Ireland

About An Post

Occupying a unique place in Irish life, keeping families, friends and business connected through a history stretching back more than 400 years, An Post is Ireland's leading supplier of postal e-commerce and financial solutions. Employing over 10,000 people through its network of retail, processing delivery points.

A household name, An Post, remains focused on ensuring sustainability and profitability, keeping pace with the evolving digital landscape while striving to protect the environment of the community it serves.

FOR MORE INFORMATION CONTACT US



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Water Management at Scale

With more than 170 sites across Ireland receiving water bills every 3-4 months, accurate water consumption tracking is essential to supporting the organisation's sustainability and profitability goals. However, as is the case for many multilocal organisations, accurately forecasting and aligning water costs proved a challenge.

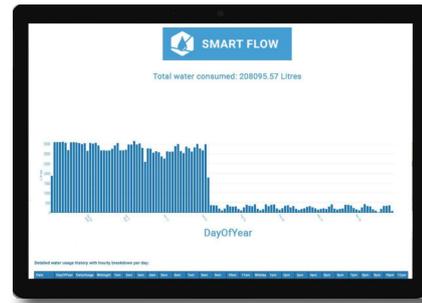
To provide An Post with the ability to forecast and align charges with water consumption, Mitie Facilities Management representatives would travel from site to site to manually record water meter readings. This information was then compared with the bills provided by Irish Water. A difficult task given the historic nature of water billing, a challenge further compounded by the high risk of human error associated with manual data entry.

To streamline the water management process, An Post sought to introduce a water management platform, one that could provide consumption reporting in real-time, with the insights required to reduce water wastage and the data certainty required to challenge water bills where necessary.

Digitising the water management process

Delivering real-time water insights across desktop, mobile and tablet, SMART FLOW was selected as the solution of choice for an initial pilot at An Post's Dublin based Whitehall and Ravensdale sites following early projections of a 30% reduction in water consumption across the organisation. Once installed, the system set to work establishing a baseline for water usage, with the team at SMART FLOW providing expert system training and advice on cost-saving measures based on the data reported. The result, a 50% and 31% saving in water rates respectively at the initial two sites. Following the successful completion of the project pilot, An Post sought to expand roll-out to include a further 24 sites across Ireland. These sites represented the worst performers in terms of water charges, with 10 sites in contention with Irish Water over billing. With system data revealing 7 of these 10 were eligible for the leak allowance rebate.

SMART FLOW has a strict procedure for reducing water usage while detecting underlying issues within



a building. SMART FLOW operators trained the MitieFM team on the first 10 sites, enabling them to complete the works themselves, with the SMART FLOW team providing remote support as required. System insights combined with this focused training and support have resulted in a 60% saving combined across the 26 additional sites.

Delivering Time and Cost Savings

With a new lower water baseline, the SMART FLOW 24/7 monitoring team make sure the correct personnel are alerted to any spikes in water usage in real time. Identifying a number of incidents and leaks which were then actioned and rectified in a prompt manner. Without this monitoring the water bills would gradually increase and in some cases this would happen overnight.

Speaking on the project, Dave Hogan, CEO at SMART FLOW stated "It is a privilege to work alongside such a historical Irish public body. An Post are leading the way in Ireland in terms of sustainability. The SMART FLOW team being able to help them make a significant impact on their water sustainability agenda is a real honor."

"The value add in terms of time savings looking for water related issues is another big advantage for An Post. We are instantly alerted to and can rectify issues that would have went undetected for weeks or months, even years in some cases. For example a sprinkler system ruptured within one of our sites last week, the SMART FLOW team alerted us to the issue and the Mitie FM team had the issue resolved on the same day" concluded Meghan, McGinley, Environmental & Systems Officer at An Post.

To find out how SMART FLOW can help your organisation regain control of your water bill and safeguard against costly water leaks and excessive usage, contact us today!