

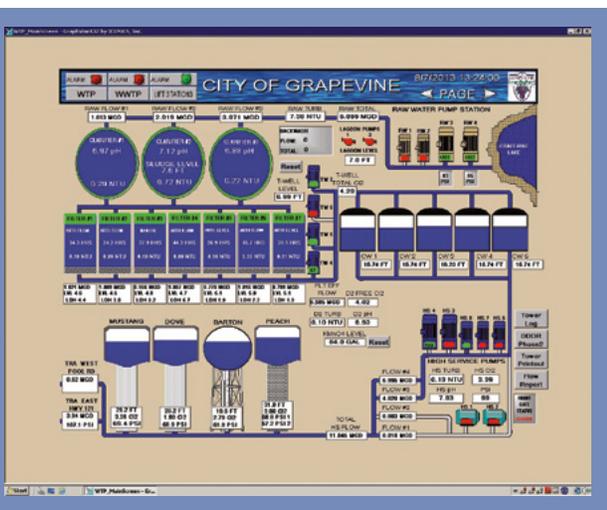


City Hall in Grapevine, Texas



## Customer Success Story

# City of Grapevine Grapevine, TX



Water Treatment Plant

*“We have been extremely pleased with the functionality and operation of the ICONICS software. We have utilized many of their features, and they have allowed us to implement a full scale replacement of our system.”*

**Kent Conkle**  
Utility Manager  
City of Grapevine

system as a whole. This set of needs started the journey to find the best option for Grapevine.

### About City of Grapevine

The Historic City of Grapevine is located in the Dallas-Fort Worth area in North Texas and boasts both exciting city life and beautiful countryside. The City of Grapevine has a population of approximately 50,000 people and is one of the oldest settlements in the Lone Star State.

City staff realized the need to replace their existing HMI/SCADA, PLCs and radio communications systems or do a serious upgrade. The City of Grapevine’s needs, as a city, were growing and they needed a system better able to handle a diverse and multifaceted infrastructure. Additionally, they were also faced with the potential of the FCC narrow banding their frequency, which would affect the reliability and functionality of their existing PLCs, communications and stability of their current

### ICONICS Software Deployed

After an initial evaluation process, the City of Grapevine decided that ICONICS GENESIS32™, AlarmWorX32™ Multimedia, ReportWorX™, WebHMI™ and an OPC UA Server were the best ways to go for this project. The city, along with the assistance of ICONICS’ representative PCD Sales, selected the ICONICS software package based on high ratings on functionality, price, renewal options, local vendor knowledge and customer support.

### Project Summary

The City of Grapevine began their investigation by reviewing the cost associated with upgrading the support of their existing HMI/SCADA and leaving their original system intact. This would have had the least amount of work. However, it also would have severely reduced their monitoring capability. With both the current HMI/SCADA support renewal and FCC items looming, they decided to make the effort to do a full system replacement.

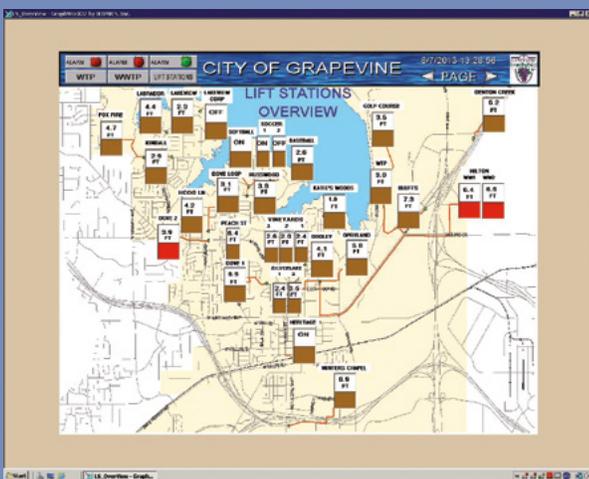
This replacement required an upgrade of everything in the system from PLCs, radios and the HMI, to dozens of hours of electrical work.

Once ICONICS HMI software and the PLCs were selected, the City Staff figured out how to proceed with a challenging large-scale project while staying within budget. The total project would include a potable water treatment plant, a booster pump station, a wastewater treatment plant, a raw water pump station, one lake aeration station, four elevated storage tanks, two water entry vaults and 31 sewer lift stations on two servers and 15 Web clients. With their necessity of implementing this project in-house, the City Staff knew that this would

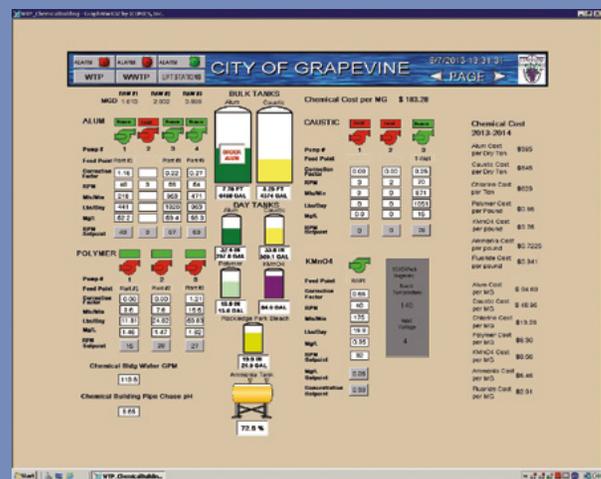
and repurposed those as templates for the new ICONICS screens. After this, they started expanding the ICONICS program to include chemical feed screens and others not part of the original system.

**Benefits of the System**

Benefits of the ICONICS system for the City of Grapevine are vast. To start, the new system provides enhanced monitoring, control, alarms, reports and notifications. Information is more reliable with ICONICS and is acquired on a timely basis. Allowing the enhancement of existing stations while achieving cost savings and varied options remains an incredible improvement over the previous system.



Lift Stations



Chemical Building Screen

require multiple disciplines and an extensive amount of knowledge, so they recruited the city's Information Technology Division, Traffic Division and the Utility Division to form an installation team that would perform all the field work. Once these Divisions were all working together, the City of Grapevine realized they had a substantial amount of talent on board internally and were able to pull this project off successfully with ICONICS and PCD Sales.

City Staff then developed a process for monitoring their assets utilizing ICONICS HMI/SCADA software for their water treatment plant and its lift stations. City staff evaluated the screen designs from the existing system

**Conclusion**

Installation of the ICONICS HMI/SCADA systems was about 80 percent complete at the Water Treatment Plant when its existing competitor brand HMI/SCADA system failed. City Staff was pleased that they had decided to change systems and upon full implementation of ICONICS they are very satisfied with the selection of the ICONICS HMI/SCADA software.

In the end, the project contained 2,271 tags and was up and running successfully in less than 15 months. The City of Grapevine is currently in the process of expanding their ICONICS system to their wastewater treatment plant and more.

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