



From Failure to Flow

How Digi pumped life into a critical water management project.

Challenge: Reliable remote control, no room for error

A water/wastewater integrator was let down by unreliable systems and poor vendor support — jeopardizing a 10-year contract. They needed a remote solution that worked flawlessly from day one.

Solution: Expertise in action

Digi stepped up to the challenge to demonstrate the power of [Digi Z45 Industrial Controllers](#) using MQTT, remotely controlling an electric motor from Georgia to Digi HQ in Minnesota.

Unlike past vendors, Digi's superior technical support and responsiveness made an impact through:

- Hands-on deployment support (from wiring schematics to installation)
- On-site setup
- Expert IIoT guidance

The Outcome: Contract secured, partnership growing

With Digi Z45 in place controlling four pumping stations from a single tower, the integrator locked in a 10-year deal and is now expanding the partnership with Digi. The success stems from Digi's ability to deliver where others couldn't — with reliable tech, hands-on support, and performance you can count on every time.

Digi doesn't just sell solutions — **we invest in lasting customer success.**

"You just can't find this kind of support from suppliers anymore! From now on, if we have a project that could use Digi, you'll be getting a call."

— Digi Customer



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For more information, visit:

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877-912-3444 | 952-912-3444

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