



## CUSTOMER CASE STUDY

---

Naples' primary water management service provider implements AVEVA-powered remote control system to provide 1.5 million customers with clean water daily.

**Gori**  
Industry - Water & Wastewater

### Goals

- Establish a remote control device to operate up to 500 plants from one centralized location.
- Reduce energy and water waste.

### Challenges

- The previous platform was difficult to operate with few developers readily available.
- Managing 74 municipalities as a single entity was becoming unmanageable at scale.

### Solution

- System Platform
- Access Anywhere
- Historian
- Automation Objects

### Results

- In a single plant, Gori reduced energy consumption by 45% with savings of 80,000 euros per month.

---

## Gori Brings Water to All of Naples with AVEVA

**Naples, Italy** – Gori manages water collection, sewerage, and treatment services in 76 municipalities in and around Naples, including Vesuvius, Salerno, and the Isle of Capri. Overall, Gori, a company of around 750 employees, services upwards of 1.5 million people daily, but that hasn't always been the case.

Before, a variety of service providers managed the water collection and distribution in each of their respective territories. However, when Gori was selected to become the primary water management provider for Naples, they realized that they'd need to be more agile and efficient than ever.

### Managing A Job of Epic Scale

Each year, Gori distributes around 207 million m<sup>3</sup> of water, of which 8 million m<sup>3</sup> are purified. This is made possible by 90 sources of water collection, 170 reservoirs of water storage, and 4,000 km of water network. On top of that, Gori's sewage service employs 13 water treatment plants and 2,240 km of sewer. A task of this scale requires not only an enormous amount of energy, but also savvy operational planning.

---

“The Gori remote control system has become an essential tool for managing activity in the field along with ordinary or extraordinary maintenance activities. Having access to the platform from both fixed and mobile stations has facilitated the work of our operators both in the field and at the plant.”

-  
**Ciro Bianchi,**  
SCADA Development Manager, Gori

## Leveraging AVEVA's Portfolio to Manage Distributed Operations

In 2014, Gori implemented a state-of-the-art remote control system capable of operating up to 500 different water, sewage, and treatment plants distributed across a territory of 900 sq. km.

When deliberating between software solutions to power such a tool, Gori evaluated various characteristics, including technological power, availability of certified developers, and ease of use. The SCADA team ultimately landed on a combination of AVEVA solutions, including System Platform, Access Anywhere, Historian, and Automation Objects.

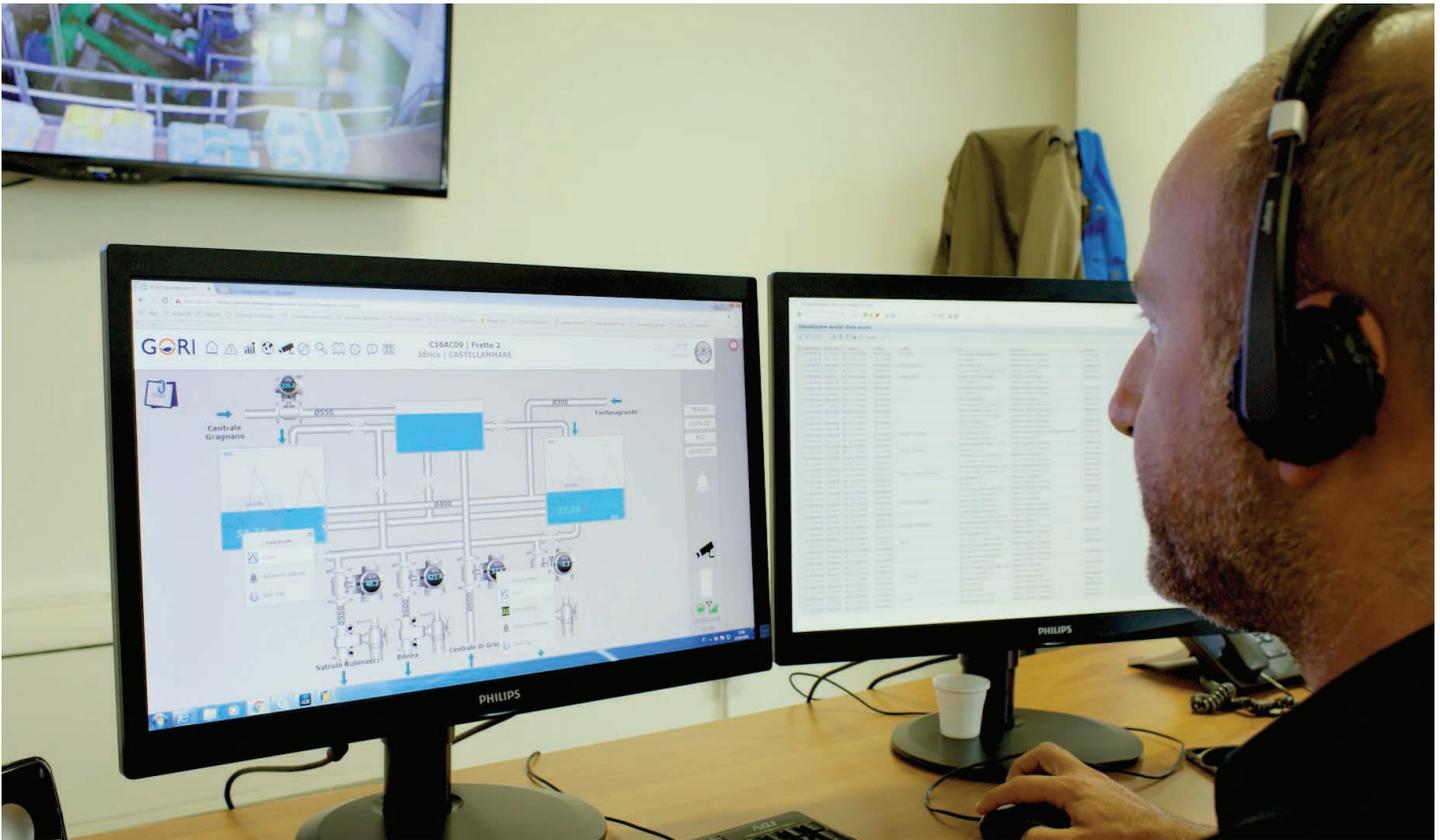
Since implementing the remote control system, Gori's operations have experienced significant increases in both efficiency and sustainability.

At Gori's Mercato Palazzo plant, for instance, the remote control system has led to a reduction in energy consumption by 45 percent, which saves Gori about 80,000 euros per month.

---

“In the next 5 years of this digital transformation, not just at Gori, but all over the world, we'll have at our disposal an abundance of computer data. This amount of data in the field of water services management must be used, manipulated, and regulated in order to obtain models that improve system performance.”

-  
**Michele Di Natale,**  
President, Gori



## Do as the Romans Do, Only Better

Water management is an age-old trade. One that even the ancient Romans provided their people with. Today, Gori not only continues to uphold the tradition of providing these essential human services, they innovate within their field to enhance the end-user experience.

Together with AVEVA, Gori will continue gathering data and finding new and improved ways to provide water services to the people of Naples – today and into the future.

---

“In the end, our goal is to minimize the times we fail, because we want our territory to see our continuous effort in minimizing possible delays. We want people to experience water service as something natural that you just have at home without really knowing there’s a great deal of effort that goes into it.”

-  
**Claudio Cosentino,**  
CEO, Gori