

DMP Technology Eliminates 98% of On-Site Service

**No other manufacturer of industrial
water treatment system has it.**



Not even close.

ESCO™, the

Electronic

Service Call

Option

**developed by DMP Corporation,
revolutionized the wastewater treatment
system when it was first introduced in
1985. Today, the latest ESCO system
represents a class of automated support
technology so unique that DMP stands in
a class by itself among treatment
companies.**

ESCO is an electronic communications system which allows DMP experts to monitor any wastewater treatment system via phone lines. ESCO enhancements, which include ESCO/View™, extend the benefits of ESCO to provide a host of management tools for treatment system owners/managers.

ESCO utilizes the Internet and intranet networking protocol, TCP/IP, to link to DMP experts with control centers worldwide. Using desktop computers and DMP's Customer Service Center or using laptop computers from any Internet-accessible location, a DMP technician can create a direct link to any ESCO-equipped Control Center via a telephone line. Essentially, every ESCO-equipped DMP Control Center is a secure mini-ISP (Internet Service Provider) serving only DMP technicians and the Control Center's owner and managers.

The benefits are far-reaching for ESCO customers.

More than 98% of the on-site service calls DMP used to make did not find defective equipment. The problem was usually misinterpretation of treatment operations caused by inexperience or changes in chemical loading. ESCO eliminates those on-site service calls, saving the cost of unnecessary personal visits. With ESCO, a team of DMP service technicians, chemists and engineers are on call during all business hours (Eastern Standard Time, USA). Standby service can also be arranged 24/7/365.

ESCO puts DMP in touch instantly with the information displayed by your system's Control Center. With that information, DMP experts can identify most problems within minutes. That convenience alone drastically reduced downtime, plant slowdowns, and the risk of inefficient water treatment. DMP technicians can even send instructions to the human operator which will appear in real time on the Control Center screen.



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THE BASIC COMPONENTS OF ESCO ARE:

- a simple voice-quality, answer only telephone line (domestic or international)- the same type line you use for calls every day or internet connection.
- an ESCO equipment package.

ESCO links the central processor in your system's Control Center to DMP's Customer Support Center personnel, but you control whether or not your system may be monitored by DMP. You need only call DMP and ask that monitoring begin.

The link does not interfere with the operation of your treatment center in any way and is totally transparent to the system operator.

ESCO is compatible with DMP's E-Controller series Control Centers equipped with General Electric, Texas Instruments, Allen-Bradley and other programmable controllers. Other Control Centers can be converted.

FEWER PERSONNEL PROBLEMS

With DMP's ESCO service, your system operator always has an expert troubleshooter just a phone call away, so he can operate your system more efficiently and productivity.

Furthermore, ESCO reduces training time resulting from personnel turnovers. ESCO allows time for a new operator to learn the system, because he has DMP experts to back him up.

ESCO will virtually eliminate service problems. If your water treatment system was manufactured by someone other than DMP and you have trouble getting service, ESCO is the answer. Whether your service problems result from having a far away or out-of-town business supplier, or from having an outdated system, ESCO gives you a direct line to DMP experts, the leaders in industrial water treatment.

PROGRAMMING WITH ESCO

With ESCO, DMP can change, enhance or modify the programming of your water treatment system Control Center via phone lines, without tedious re-keying and with little or no downtime for the system controller. The cost for programming changes is not included in the basic ESCO cost, but the capability will be there whenever you need it.

Additionally, DMP continuously updates its master programs to provide improved diagnostic logic and advanced circuitry which results in increased efficiency in operations and cost. These updates are also available to ESCO customers for considerably less than it costs for on-site programming and the associated downtime.



DMP WANTS YOU TO SEE ESCO IN ACTION

A complete demonstration of ESCO is available, including the latest ESCO enhancement:

ESCO/Net™

DMP's ESCO/Net provides monthly operating reports and enables remote monitoring. With ESCO/Net, you can automatically receive a monthly e-mailed report summarizing the activities of the wastewater treatment system for the previous month. For continuous flow systems; details on chemical consumption, filter press load counts, alarm times, system up/down times, percentage of available capacity utilized, and much more are included. For batch systems; processing times per batch and the total number of batches treated are among the details included. These reports can be used in numerous ways to control costs and manage operations.

ESCO/Net also allows customers to monitor their DMP control centers the same way DMP technicians do. Monitoring can occur using any computer equipped with an Internet browser, and security codes and password are included.

ESCO/View™

Used exclusively with the E-Controller/10 Control Center, DMP's ESCO/View allows hardwired remote monitoring and retrieval of selected operating information from the Control Center. The historical information retrieved with ESCO/View enables managers and analysts to study a myriad of events and trends. The information is contained in .CSV format which permits direct import into Microsoft Excel® or other popular spreadsheet programs, so that it can be graphed and manipulated as necessary. A dedicated computer, supplied by the customer, is required for ESCO/View and can be used as a remote monitor. The remote screen offers independent movement through the same screens and menus seen by the operator at the Control Center, but no functional control is allowed via the remote screen.

ESCO/Web™

The same historical operating information available with a hardwired ESCO/View monitor is also available via the World Wide Web (WWW), except in text format only, with ESCO/Web. From virtually any location in the world with Internet access, you can retrieve historical information from your DMP E-Controller/10 Control Center, so that you can analyze and manage treatment operations.

Call today to arrange a demonstration.



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