CUSTOMER SUCCESS | WATER & WASTEWATER

From Hosted SCADA to Complete Control

How Electric Pump helped a Nebraska sanitary system reduce recurring costs and modernize alarm delivery with VTScada + VoIP.ms.

CUSTOMER	SOLUTION PROVIDER	APPLICATION	SOLUTION
Nebraska Sanitary System	Electric Pump, LLC	4 Lift Stations	Local SCADA + Remote Alarms

RESULTS AT A GLANCE

4	~2 HRS	~$1/MO	0
LIFT STATIONS	ALARM SETUP	VOIP NUMBER	REPORTED INTERRUPTIONS*

*From startup through November 17, 2026.

The Challenge

“The existing cloud monitoring service was going away. The annual costs didn’t need to stay.”

The customer needed to replace a discontinued hosted monitoring service, bring SCADA control to the main facility, and preserve dependable operator callouts without installing a dedicated phone line.

BEFORE

- Hosted SCADA service
- Annual hosting and callout fees
- Dependence on an outside provider
- No dedicated local alarm platform

The Approach

Electric Pump installed cellular radios, a firewall, and a locally hosted VTScada application. VTScada manages monitoring, control, alarm logic, contact rosters, and on-call schedules, while VoIP.ms provides economical voice and SMS delivery.

THE SOLUTION IN ACTION

Built In. Connected. Easy to Operate.

01

LOCAL CONTROL

VTScada brought monitoring and control back to the customer’s main facility.

02

MODERN ALARM DELIVERY

VoIP.ms carries VTScada alarm notifications by voice call and SMS.

03

OPERATOR CONTROL

On-call assignments can be updated directly in VTScada as responsibilities change.

How the Connection Works

FIELD DATA
Cellular radios connect four lift stations.

→

VTSCADA
Monitors, controls, and manages alarm logic and schedules.

→

VOIP.MS
Delivers notifications by voice call and SMS.

VTScada®
COMPLETE **SCADA**. NOTHING TO BOLT ON.
See how VTScada helps organizations simplify operations, reduce lifecycle costs, and take greater control of critical infrastructure. vtscada.com

The ROI

LOWER COSTS
Eliminates thousands in annual hosting and callout fees.

PAY FOR WHAT YOU USE
Approximately $1/month for the VoIP number, plus usage.

NO PHONE LINE
Voice and SMS alarms without dedicated telephone infrastructure.

PROVEN RELIABILITY
No reported communication or alarm-notification interruptions during the documented period.

Results

- ✓ Local ownership of the SCADA application
- ✓ Direct control of alarm schedules and VoIP account
- ✓ Lower recurring service costs
- ✓ A straightforward configuration completed in about two hours

REAL-WORLD RELIABILITY

No interruptions were reported from startup through November 17, 2026.

PARTNERSHIP AND REPEATABILITY

Better Together

ELECTRIC PUMP	VTSCADA	VOIP.MS	RESULT
Integration expertise	Monitoring, control, historian and alarming	Voice and SMS delivery	Fewer layers. Greater control.

Partner Spotlight

ELECTRIC PUMP, LLC

VTScada Certified Solution Provider
Since August 30, 2024

The partnership combines Electric Pump's municipal water and wastewater integration experience with VTScada's integrated monitoring, control, historian, and alarm-notification capabilities. Together, the organizations replaced a discontinued hosted service with a locally managed solution designed around the customer's operations and long-term ownership.

Built Once. Applied Again.

After implementing the configuration for four Nebraska lift stations using cellular communications, Electric Pump applied the same VTScada + VoIP.ms alarm approach to a Minnesota sanitary system with 12 lift stations communicating over UHF radio.

The telemetry method changed. The alarm-delivery strategy did not.

Why It Matters

CUSTOMER OWNERSHIP
The utility controls the SCADA application, notification schedule, and VoIP account.

LOWER LIFECYCLE COST
Fewer hosted services and no dedicated alarm phone line reduce recurring overhead.

REPEATABLE DESIGN
The same alarm strategy can support different telemetry architectures and system sizes.

REAL SYSTEMS. REAL RESULTS.

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