

**RENZO LOVÓN**

CTO, HEAD OF OPERATIONS APPLICATIONS & DATA ANALYTICS & AI

# Aqualia Live, a strategic tool to guide decision-making

## Deployment by Countries

**The focus of this conversation will be the deployment of Aqualia Live: how do you approach this process? What are the main challenges you face in it?**

To begin with, it is important to start from the fact that Aqualia Live is a modular platform, meaning we can adapt to each case and each country depending on what is needed to obtain the information that guides decision-making objectively within the company.

Regarding the deployment of the platform, first, we conduct a technological assessment of the country's ecosystem to understand well what pieces we need to activate in that territory. In some, we must deploy the entire platform, while in others, which have different technological maturity, we adapt our platform to that reality.

We also analyse the situation with the different areas (Operations, Customers, Administration, etc.) to understand if it is necessary to implement the entire platform or just a part. When there is an integration point—for example, in France and Colombia—we can deploy the platform and combine it with local applications.

On the other hand, it is important to analyse the local regulations of each country and make the necessary adaptations to comply with local regulations; as well as consider language adaptation.

## Language Adaptation

**One of the advantages of Aqualia Live for administrations and citizens is direct access to information via the internet. What does this imply when developing this tool in other countries?**

Language adaptation poses a challenge in countries with alphabets different from ours, such as Georgian, or with the same Latin alphabet but with diacritical marks like Czech. In these cases, we must redouble our efforts to ensure the platform's deployment and knowledge transfer with the local area.

In any case, being a multi-alphabet and multi-language platform, any local organisation can access it. Therefore, we analyse together with our interlocutors on the ground the needs of these institutional clients, whether they are administrations, hydrographic confederations, or others.

Regardless of the local situation, the interesting thing about Aqualia Live is that it offers comprehensive internal management and, therefore, allows us to work with all the information that institutions in each country may request.

## Artificial Intelligence

**What does the artificial intelligence revolution mean for Aqualia Live as a platform that integrates AI, machine learning, and big data?**

The advances achieved thanks to generative artificial intelligence are already a reality today in the Aqualia Live platform. AI is key in the water sector because it enables effective management of this resource with the goal that always drives us at Aqualia: to democratise water consumption. With this technology embedded in our product aWA (Aqualia Water Analytics), we can make demand predictions based on historical information, and in a scarcity scenario, we can even predict how long we could supply water to the population and manage possible scenarios to extend water distribution to the maximum.

AI also helps in the early detection of breakdowns and leaks in the network. And by analysing thousands of data, it facilitates the identification of fraud: based on information such as the consumer profile or the type of housing, cross-referencing it with other public data, we can compare consumption with that of similar areas and consumers. If we detect that it is below the usual pattern, we know that we could be facing a possible fraud scenario.

**"Aqualia Live is a modular, multi-alphabet, and multi-language platform: it adapts to each case and country"**

Another line of work is stock optimisation. Artificial intelligence allows us to know what materials we need, with what rotation and criticality, so we can adjust the stock to the exact point that guarantees water service based on this information.

Beyond these functions, artificial intelligence is revolutionising business processes, and we will see different impacts in the coming years. At Aqualia,



we see it as a great catalyst and driver of our transformation to be the best manager for our customers and users.

## Next Steps

**Finally, what are the short and medium-term objectives in the deployment of Aqualia Live by countries?**

The roadmap in the first stage involves a rapid deployment focused on Operations to be able to offer our services in each country, transferring our years of know-how. Then, we enter a local regulatory part, which requires greater adaptation of the platform.

We are immersed in a strategy that allows us to consolidate the information of the countries where we are present and standardise the operational criteria in all of them. Within Aqualia Live, the AQ360 tool offers us a global dashboard of all the information by country and cross-referenced by company areas, which will allow us to be a data-driven company.

Finally, a fundamental aspect for us is cybersecurity in each piece and module of the Aqualia Live platform. Protecting our customers' information and preventing any misuse in all the company's products is a non-negotiable priority.