

Waterly – OpWorks FAQ

Questions:

1. What is OpWorks and why sell to Waterly?

OpWorks has proved to be a trusted and reliable software application for managing daily operations and generating reports. By joining the Waterly family of solutions, it opens exciting possibilities for future enhancements and added features. Waterly has a strong reputation as a leader in water and wastewater operations data software. Ultimately, AE2S is excited to have found a strategic home for AEOT/OpWorks (a software as a service – SaaS), and OpWorks sister company, AE2S, will continue to focus on its strong core business of water engineering consulting.

2. What is all included in the acquisition? (i.e. – CloudSCADA, etc.?)

Waterly is acquiring and will operate/be responsible for OpWorks. Your existing control systems, software and CloudScada system will continue to be maintained by your current provider or consultant. Any integration between the two systems will continue to remain in operation.

3. Who is Waterly?

[Waterly](#) has been in business since 2017 and is based in Crystal Lake (50 miles NW of Chicago) in Illinois. It is a water data management platform for aggregating data from people, SCADA, labs, and IoT, as well as reporting and trending. The app helps operators and water quality professionals free up time, save money, and get rid of spreadsheets and clipboards by digitizing water data to help “unlock” their data’s value. As part of its mission to make digital data management simple, accessible, and affordable, Waterly collaborates with all sizes including contract operations, helping them to modernize wherever they are at. Waterly is operational in 22 states (plus Canada), with 3,500+ active users across more than 2,000 utility sites. To expand upon its presence and provide further value to communities, Waterly launched its [WaterClick](#) Partner network, which simplifies integrations between Waterly’s core product and vetted, compatible partners. The expanded data capabilities address many of the challenges related to SCADA, cyber security, connectivity, power, lab data, and weather data.

4. Where does Waterly do business?

Waterly does business in 22 states, and now, with the purchase of OpWorks does business in 28 states. If you would like to learn if any of your neighboring communities are using Waterly, please contact Brad or Audi at (sales@waterly.com) to discuss.

5. Why did Waterly buy OpWorks?

Waterly acquired OpWorks to complement their already strong data solution platform. Much like OpWorks, Waterly was built from the ground up by operators for operators. And also, like OpWorks, Waterly's vision is to provide affordable, water-specific software solutions that enables you to simplify your processes and operations. However, Waterly has always been focused largely on plant and operations water quality and production data...while OpWorks has been largely focused on assets and maintenance. We feel the combination of the two should help to enhance both company's offerings.

We also found a tremendous match in the way we value our customers. Both companies have a client-first mentality, taking care of our customers as if they were our neighbors. We both think that cultural fit is incredibly important if we are going to be working alongside each other.

6. What is Waterly's commitment during this upcoming transition period?

Because we know that you rely on OpWorks for your daily operations, we want to assure you that continued excellent service is our top priority. First, your access to OpWorks will not be interrupted and will operate as usual. You can expect the same level of service and support during the transition, and we fully expect improved experience with a larger and more experienced service and support team to support you.

7. What is Waterly's long-term vision for OpWorks?

Waterly's long-term vision for OpWorks is to merge everything that is awesome about OpWorks into the existing Waterly core offering, essentially enhancing Waterly's existing product with asset management and maintenance management that work together intelligently and efficiently.

8. Do I have to buy the Waterly App to continue with OpWorks?

No, you can continue to use OpWorks without purchasing Waterly. We however look forward to showing Waterly to you so you can see how these two apps complement each other and provide you increased value.

9. Who is my main contact within Waterly?

Daniel Fowlie from OpWorks has joined the Waterly team and he will be your main point-of-contact for the next few months. Daniel and the OpWorks team will be training Waterly staff over the coming months to provide both quicker and more comprehensive support. Waterly's support team has both certified water and wastewater operators, as well as licensed civil and environmental engineers, who are excited to support OpWorks customers. Daniel's OpWorks email address will work, but his new email address (where his mail will come from) is daniel@waterly.com.

10. Who do I contact if I need technical support?

You can continue to contact Daniel directly, or you can put in a support ticket on Waterly's support portal here: <https://waterly.freshdesk.com/support/solutions>

11. Will my price change?

Waterly will honor your current pricing structure that you had with OpWorks. Additionally, as we work to combine the products, customers of OpWorks and Waterly will be given a discount if a customer is interested in both.

12. Where do I send my payment?

Waterly's address for payments is:
4216 Belson Ln
Crystal Lake, IL 60014
Billing Questions: billing@waterly.com

Any payments for existing invoices can continue to be made out to OpWorks or AEOT, or Advanced Elements Operational Technology. We ask that future payments be made to Waterly, LLC. Your billing contact should be receiving an updated W9 with EIN and the information listed above as well.

13. Who is my business management contact?

Business-related questions should be forwarded to Mandy Sosnowski, Waterly's Business Manager. Mandy's email address is mandy@waterly.com

14. Will my log-in change?

No. Your login will not change at this time. In the future, we have plans to combine the logins of both apps to make it easier if you have both products.

15. Do I need to sign a new OpWorks contract with Waterly?

No, your current contract with OpWorks will be transferable to Waterly unless you require a new contract with Waterly for your records.

16. Will the OpWorks website go away?

Initially, the OpWorks website will still be live but will link to Waterly's website. All contacts will be directed to Waterly. After approximately 30 days, the OpWorks website address will be automatically redirected to Waterly.com. The OpWorks website content will be incorporated into the Waterly website and the OpWorks website will sunset.

17. How do I access the Waterly and OpWorks web pages?

OpWorks clients will continue to access their application as they do now and will be contacted with new information upon the decommissioning of the OpWorks.us website.

18. What will change?

What will change is how you will be invoiced and your service representative. You will be receiving a call and welcome email from Waterly that will include information about Waterly software and services, updated invoicing information, a FAQ, and contact information.

19. Who do I contact if I want to learn more about the Waterly App?

If you would like to learn more about the Waterly app, please contact our Director of Sales, Brad Dreier at sales@waterly.com or at 623-826-5609.

20. Who do I contact if I am still confused, frustrated, have ideas, or other questions?

Chris Sosnowski is CEO and one of the founders of Waterly. He is a 30-year water industry veteran and loves to connect personally with customers of all levels. He can be reached directly at chris@waterly.com or by calling Waterly at 833-492-8370 dialing Extension 700 for Chris.