



KENNEDY
INDUSTRIES

INNOVATE
SOLVE
MONITOR
REPAIR

**CONTROLS
& SCADA**

*Water is our business.
Michigan is our turf.*



SCADA

Our Controls Group has access to the best water/wastewater problem solvers in Michigan with Kennedy Industries' complete range of expertise. For 60+ years we have served municipalities of all sizes with a singular focus on customer care and satisfaction.



Managed SCADA services for VTScada providing cloud datacenters for little up-front costs.



Instantly intuitive SCADA software for highly-customized monitoring and control applications.



A prepackaged turnkey SCADA system optimized and maintained entirely by Mission.

TEAM PRINCIPLES

These are the principles we live by in our everyday decisions.

They summarize who we are and what we value.

1 UNCOMPROMISED

We are a team that provides **UNCOMPROMISED** customer service. We are available 24/7 for our customers. Once an issue is communicated, we immediately create a help desk ticket. While solving customer problems we care about how each problem is causing pain to the customer and we pay attention to how our solution(s) affect the customer. From start to finish, we keep customers updated with our progress through onsite meetings, phone calls and follow-up emails. We identify the appropriate customer contact and get back to them right away no matter what. We do not overpromise and/or under deliver.

2 CREATIVE

We are **CREATIVE** problem solvers. Before taking any action, we thoroughly listen and seek to understand the problem. We believe there is a solution to every problem. We never give up. We understand the importance of creating plans, staying organized, and providing constant communication. We focus on slowing down to speed things up. We develop innovative solutions to solve the root cause of problems, not just the symptoms. We do not make the same mistake twice. We value the lessons learned process and learn from our mistakes. If an additional attempt is needed, we plan better and get better results.

3 DRIVEN

We are **DRIVEN** individuals that have a strong work ethic. We are passionate in our work and strive to be the best. We are confident in our abilities and take pride in our finished product. We put a maximum amount of effort towards each task. We continuously ask "why?" because we aim to be experts in our field. We work the problem. We do not let the problem work us. We are more organized than everyone else.



WHY US

We are SCADA experts working strictly on water/wastewater projects to solve municipal problems. Water is our business. Michigan is our turf.



WHAT MAKES US UNIQUE

We alone can leverage Kennedy Industries' 60+ years of experience in solving water problems for Michigan municipalities.



HOW WE WORK

We work as a team together with Kennedy's account managers, project managers, repair and field service techs to provide complete SCADA solutions.



WHO WE SERVE

We serve municipal customers from the smallest village to the largest city, with a singular focus on customer care and satisfaction.

4 COLLABORATES

We are a team that **COLLABORATES** with each other. We are stronger as a team. We recognize we each bring unique skills to the team. We share our skills and spread new ideas. We teach, help, and mentor each person on our team. When high-pressure situations arise, we seek assistance from the team to work out the problem. We watch each other's backs. We see something, we say something. We trust but verify the work of others. Most importantly, we respect everyone's opinions and ideas.

5 STRUCTURE

We provide **STRUCTURE** with our finished product. We develop the best products. We focus on providing intuitive and efficient user interfaces. We standardize our configurations and programming. We take good notes, leave good comments in our programming, and document our work each step of the way. Our documentation evolves as our processes evolve and the team grows.

6 EFFICIENT

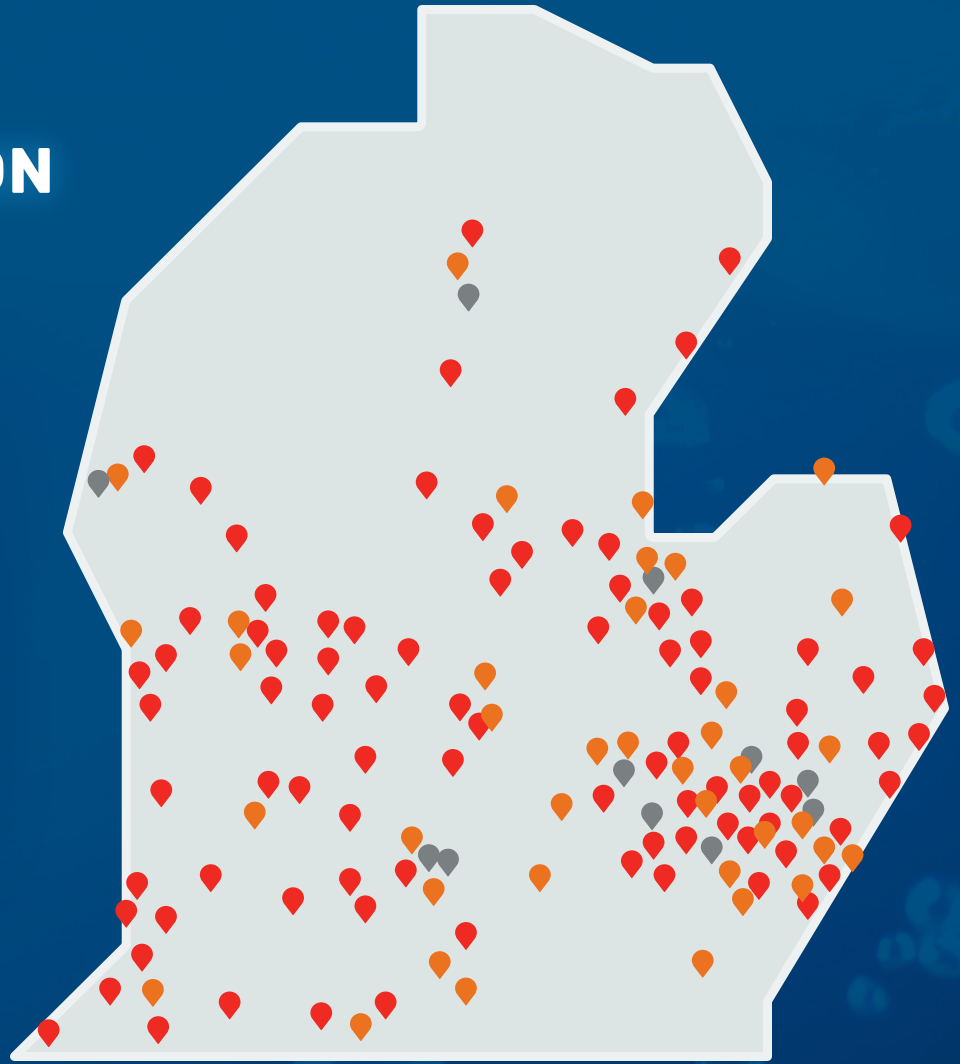
We are **EFFICIENT** and work with purpose. We focus on prioritizing and completing very important tasks. We finish step one first, before working on step two. We respectfully say "no" to the urgent but not important tasks. We take good notes and do not rely on our memory or word of mouth. We are succinct in our communications. We stay safe and keep the team safe. We get the job done. When we see a distressed teammate, we offer an ear to vent to and help in any way. Working efficiently helps us obtain better work/life balance. We take pride in our work and we have fun!!!

SCADA INSTALLATION MAP

 **KISM**
KI SYSTEM MASTER

 **VTScada**
Software for Monitoring & Control

 **MISSION**



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OUR LOCATIONS

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