



BARELY HAPPENED -
ALREADY REACTED!

ALARM CONTROL CENTER

INCREASE YOUR PLANT AVAILABILITY
MAXIMIZE FLEXIBILITY

Modern production plants comprise a number of different, highly complex sub-processes. Failure of one of these processes can cause the whole production to come to a standstill.

With the Alarm Control Center, Alarm IT Factory offers a software solution that forwards messages to the responsible experts quickly, directly and fully automatically. Increase your plant availability and productivity through quick reaction times of the responsible personal. Employ your experts flexibly, thereby reducing costs.

THE CHALLENGE

FORWARD MESSAGES RELIABLY TO THE RESPONSIBLE STAFF

You need different experts to deal with faults in each sub-process. For this reason, it is necessary to detect faults on time and to quickly pass them on to the right experts in each case. If the expert cannot be reached, the message must be forwarded to other recipients.

Therefore you need a system that is both intelligent and gives you total freedom when it comes to the choice of your end devices. Furthermore the system should be extensible for new requirements, keeping pace with new production areas and a growing number of employees. Additional decision criteria are sustainability through constant development for new technologies and if worse comes to worst a competent support team in Germany, which can be reached when needed.

And because no one likes having to pore over operating instructions, simple handling is also an important factor to avoid long learning curves and to prevent operator errors.

OUR SOLUTION

A FLEXIBLE SYSTEM FOR FAST AND DIRECT NOTIFICATION

The Alarm Control Center is developed in Germany and reliably forwards messages from control and visualization systems to smartphones, cellphones, pagers and many other end devices.

The messages are always sent directly and fully automatically to the responsible person or group. If the recipient fails to react to a message within the defined period of time, the system immediately forwards it to other recipients. The Alarm Control Center has a modular architecture and therefore can be seamlessly integrated into the existing telecommunication infrastructure.

The Alarm Control Center is easily scalable to accommodate your needs: From a few messages a day up to a million messages a month using three daily shifts. Furthermore the Alarm Control Center permits intuitive operation without special knowledge or time consuming intensive training. Our support specialists will be happy to answer any questions or advise you.



AVAILABLE EVERYWHERE AT ALL TIMES

In case of a fault in the production the message must reliably and quickly reach the expert through various end devices. The Alarm Control Center supports all common media such as text messaging, e-mail, voice output for telephones, pager systems and text messaging output using cordless telephones.

Hereby the integration into the existing telecommunication infrastructure is ensured and through continued development the range of transmit channels is continuously expanded. When required the message throughput can be increased by using multiple communication channels of the same type. Additionally the reliability can be amplified through the use of multiple communication channels of different types. All transmit channels may be combined arbitrarily and can be employed simultaneously.

A SIMPLE LINK TO EVERY PROCESS

Efficiency is a central aspect of the Alarm Control Center. The software can be connected to the control or visualization systems easily through agents.

Complicated interface clarifications are therefore omitted. Furthermore due to the large selection of agents available, it is possible to effortlessly link the Alarm Control Center up to virtually any system. Tried and tested agents are available for the following systems:

- WinCC
- PCS7
- WinCC OA
- TIA
- Siseco CC
- Siclimat X
- Desigo
- Desigo CC
- Sicalis PMC
- SIMATIC NET
- T3000

Further agents make it possible to connect to any system:

- File processing
- E-Mail
- OPC-DA (2.0, 2,1a and 3.0)
- Microsoft SQL-Database
- ESPA 4.4.4
- Web service
- Microsoft COM-interface (e.g. for C++ and Visual Basic)
- Microsoft .NET programming interface (e.g. for C#)

Additionally we offer to develop a customized solution tailored to your specific requirements. Alternatively your developers are welcome to utilise our programming interface.

EXTENSIBLE DUE TO A MODULAR ARCHITECTURE

Your company has grown and the requirements for the alarm management have increased? Enhance throughput and availability through a redundant Alarm Control Center. All components of the alarm management system should be tested periodically and the connection to the control or visualization systems must be monitored continuously? The ACC System Monitoring executes these tests automatically and notifies the administrators if deviations occur. Does a power failure result in an uncontrollable number of messages? Prevent the delivery of unnecessary messages with the help of the ACC Alarm Filter.

REDUCE EXPENSES THROUGH SCALABILITY



Several redundant control or visualization systems are supervised by one mutually shared on-duty mobile phone? Several hundred workers must be provided with information from one redundant control or visualization system? The Alarm Control Center can effortlessly and cost-effectively be adapted to diverse application scenarios. Invest in precisely those components which are essential for your business requirements.

SUBSCRIBER MANAGEMENT

Quickly enter subscribers with their corresponding call destination using a well-arranged dialog. Up to six call destinations (landline, mobile phone, e-mail etc.) can be registered for each subscriber.

RAPID CONFIGURATION AND SIMPLE HANDLING VIA WEB INTERFACE



Through an integrated web interface, the configuration and operation of the Alarm Control Center are straightforward. All messages are saved in an archive which is also accessible by the ACC Web Interface. The necessary security is guaranteed due to the use of username and password, as well as individual rights for user groups.

ESCALATION

Sending messages is simple. However what happens, if the subscriber cannot be reached or is busy? The Alarm Control Center provides the solution. In these cases the escalation automatically comes into effect, forwarding the message to further subscribers. By looping back to the beginning of the escalation chain, the escalation can be traversed any number of times. This guarantees a successful alerting. The alerting is completed successfully, when a subscriber received the message and takes care of the fault.

PERSONAL DEPLOYMENT MANAGEMENT VIA CALENDAR

Messages should be forwarded to maintenance Monday through Friday 8 a.m. to 5 p.m. and during the night and on weekends to standby personal? Comfortably configure which subscribers must be notified at what time using the integrated calendar. Additionally the Alarm Control Center offers a straightforward and clearly arranged possibility of implementing early, late and night shifts on a rolling basis.

SUITABLE COMMUNICATION CHANNELS FOR YOUR APPLICATION

TEXT MESSAGE VIA GSM TERMINAL



Your subscribers use diverse mobile phone providers? Through transmitting text messages via GSM terminal you can send text messages to any mobile phone world-wide. By replying with a text message, the subscriber can accept the message and associated task. Hence combined with the escalation system, diverse alerting scenarios can be realized. Using the free of charge ACC App for Android-smartphones, reply text messages can be sent with one click. We provide several GSM terminals with all necessary accessories. All you will additionally need is a SIM-Card from the mobile phone provider of your choice.

VOICE DIALOG BY PHONE (SIP/ISDN)

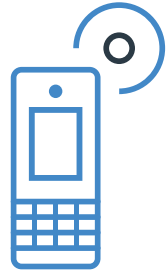
A call may be placed to any desired phone number (land line or mobile number). Dependent on the message, a prefabricated recording is played to the recipient. Alternatively: The message is converted to speech automatically with the help of text-to-speech. The subscriber can accept or decline the message directly by pressing a button.



DISPLAY MESSAGE ON CORDLESS PHONE

The Alarm Control Center offers the possibility of displaying messages on the screen of cordless phones.

The messages can be accepted directly. The varied special functions of the phone system (e.g. forced disconnect, ringing with an alerting tone etc.) complement perfectly with the Tetronik certified communication channel for the DAKS/OScAR.



SENDING E-MAILS



Messages can be sent via e-mails through use of a communication channel and accepted by reply e-mail. Faults that generate alerts which occur during the night shift might for instance produce e-mails which the early shift can review immediately in the morning thereby bringing them up to date.

MESSAGE OUTPUT VIA PAGING SYSTEM

Your plant is equipped with a paging system?

Often paging systems offer the only possibility of reaching every corner of a large area cost-effectively. The Alarm Control Center provides low-cost message distribution to end devices of diverse paging system manufacturers.

The usage of Ascom and FunkTel is supported.

MESSAGE TRANSFER TO IPHONES

You want to receive your messages on your iPhone anywhere? Our iPhone-Channel and our iPhone App make this possible. With the help of the Apple Push-Service you will be informed of received messages immediately. Through our web service the messages will then be downloaded onto your smartphone, where you can acknowledge them.



Further communication options that the Alarm Control Center supports:

- Fax ISDN/analog
- SMS ISDN/analog with the UCP- or TAP-protocol
- SMS internet with the UCP- or TAP-protocol
- TelepageSwiss ISDN/analog
- Cityruf ISDN/analog
- OPC-DA (2.0, 2.1a, 3.0) to set OPC-variables
- Printer output (Windows printer)

You cannot find a suitable communication channel for your requirements? Please contact us! We will be happy to develop the communication channel which is appropriate for you.

MESSAGE TRANSFER VIA INTRANET OR INTERNET

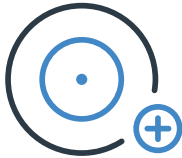
You want to send messages to your smartphone via your local network? Our TCP-Channel and Android-App provide a straight forward and cost-efficient solution.

You can send messages through WLAN directly to the Android-smartphone and further arbitrary Clients.



MORE FUNCTIONALITY THROUGH ADDITIONAL OPTIONS

ACC APP FOR IPHONE, IPAD AND ANDROID



You need the option of displaying all messages and their status? The ACC App clearly lists all messages which have been received. Additional details can be viewed, e.g. message status (incoming or gone) including the time and which subscriber accepted the message at what time.

ACC ALARM FILTER

You want to be spared from an unmanageable number of messages when disturbances in the infrastructure occur, e.g. the switch to the emergency power system? The ACC Alarm Filter reliably detects message bursts and prevents messages from being forwarded. Do you still want to be notified of very important messages? This can be realized by setting the threshold priority in the ACC Alarm Filter. What about handling flutter messages, which come and go every second? After sending a few messages the ACC Alarm Filter holds back further messages and keeps you periodically informed, that the flutter message still is in effect. Of course subsequent messages can be handled in the same manner.

ACC CHANGE LOG

What changes were performed on the configuration of the Alarm Control Center? The ACC Change Log records all changes along with the new and old values, user, date and time. Thus changes can be kept track of seamlessly and reversed if necessary.

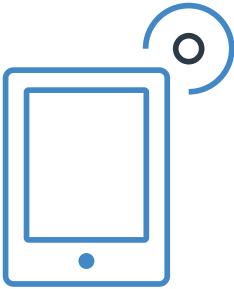
ACC SYSTEM MONITORING



This option offers the possibility of monitoring control or visualization systems and telecommunication systems by periodically performing tests. If deviations or faults are detected the responsible personal is notified immediately. Thus a reliable operation is guaranteed for critical processes.

ACC REDUNDANCY

Especially particularly sensitive plants require a high availability of the Alarm Control Center. In order to guarantee this, several Alarm Control Centers can be run in parallel. Thus if one system is not available for the agents of the control or visualization system, the messages are forwarded through another Alarm Control Center. Additionally systems that are run in parallel can be used to spread the message load. Naturally any changes performed to the configuration of one system will be automatically implemented on all systems.



ACC CLIENTELE (MULTI-TENANCY CAPABILITY)

Users may only have access rights to the data concerning their production area? Especially when experiencing high message loads and numerous subscribers it is advisable to split the Alarm Control Center into several clienteles. After logging onto the system the user only sees the data relevant to his area and is not distracted by further entries. A separate clientele for each production area is the economic alternative to an individual alarm management system per production area.

ACC PLUG-IN-MODULE

You require customized functionality e.g. the query for production key figures via text messaging, the change of the standby status via smartphone, dead man's switch or adaption of the subscriber state? The ACC Plug-In-Module provides the basis for your individual plug-in.





Further information regarding the
Alarm Control Center can be found on

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