

Reliable & automated alert notifications and anywhere incident response for energy & utilities

Enterprise Alert® uniquely combines fully automated & mobile alert notifications to service staff and advanced capabilities for anywhere incident response and alert management. This combination significantly improves response times and minimizes service interruptions.



Situation and challenges

Companies in the energy & utility sector face many challenges in securing business and service continuity. A lot of attention is spent on detecting critical events. However, once an event is detected it is often communicated by email or a blinking symbol on a computer screen. The result of manual incident notification procedures, limited delivery options or “fire-and-forget” notifications can be disastrous in many aspects ranging from productivity losses to serious downtimes and interruptions of energy and utility creation or distribution.

Solution

Enterprise Alert is helping companies in the energy and utility sector to automate critical communication workflows and notification processes. Along with highly reliable, closed-loop communications and mobile incident management capabilities this significantly improves the continuity of their services.



Top-reliable alert notifications

Enterprise Alert complements industrial & production control systems with highly reliable and auditable notifications via voice, text message, instant message, push, email and fax, making it suitable for noisy environments.

Enterprise Alert receives critical events from SCADA, PCS, MES and other systems and automatically notifies service technicians, factory managers, responsible staff and on-call teams in parallel and via a suitable communication channel. It tracks the delivery of notifications and any responses in real-time.



It utilizes presence, on-call scheduling, “find-me, follow-me” procedures, automated escalations and workflows for rapid and targeted information delivery. By using on-call and escalation schemes (e.g. batting order) it increases the accountability for critical incidents.

Regional responsibilities & location of service & maintenance staff can be taken into consideration when addressing incidents.

Benefits

- Reliable notifications, anywhere collaboration and response
- Accelerated response to potential threats and quality issues
- Minimized service interruptions
- Flexible, automated and efficient dispatching of incidents and work orders to service resources
- Reduction of manual dispatching work and removal of human latencies from critical communication chains

Industry

Energy & Utilities

Learn more

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Anywhere incident management

Enterprise Alert also enables convenient alert management by offering a feedback channel to acknowledge alerts and to update their status or to add annotations visible to an operator in the control room. This tracking of delivery and acknowledgment of alerts ensures that no critical situation goes unnoticed. So-called "remote actions" enable engineers to directly trigger automation tasks from their smartphones.

Anywhere collaboration

The mobile app enables ad-hoc collaboration with managers and subject-matter experts. Sharing of incident details and insights takes a few seconds. This enables a highly effective collaboration and root cause analysis.



Emergency call outs

For a fast response to emergency situations, Enterprise Alert provides fully automated callouts featuring custom alarm plans.

Within the shortest time groups of people or an entire plant can be notified of an emergency with e.g. respective evacuation routes.



Seamless integration

Industrial plants, machines, MES and SCADA systems can directly be connected to Enterprise Alert via a multitude of interfaces. Integration is seamless and effortless. Standardized industrial protocols like OPC D/A, A/E, UA and open APIs like SOAP, SMTP, HTTP, ASCII or XML guarantee a real „Plug & Play“ experience vs. common „Script & Test“. For communication Enterprise Alert links up with text messaging hardware, VoIP systems (e.g. Cisco, Avaya), IM systems, email servers, etc.

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Industry

Manufacturing

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