Derdack

Transform maintenance and incident notifications into an anywhere response in manufacturing

Derdack's solution links machines, sensors and manufacturing systems with responsible, qualified and available factory staff and automatically send incidents, quality issues and maintenance jobs via text, IM or voice or directly to worker's smartphones.

Situation and challenges

Noticing a potential threat before it can impact production processes is key to ensuring efficient and effective operations. Working with manual notification procedures, missing or limited communication capabilities can lead to serious quality issues, disastrous productivity loss, even to interruptions or a full stop of production lines.

Digitalization allows for fully automating incident notifications and for directly or indirectly communicating them to the right person.

Solution

Based on its mature standard software, Enterprise Alert®, Derdack offers a fast and easy to implement solution for intelligent, fully automated maintenance dispatching and mobile incident management. Malfunctions, potential disruptions or quality issues can be communicated to service technicians or on-call engineers directly and fully automated. Enterprise Alert supports the full range of communication:

smartphone push and apps, voice calls, text, Instant Messaging, IP Phone Push & more. Automated escalation procedures, full delivery tracking and audit trailing are further standard features that help to coordinate resources and to ensure the efficient and effective functioning of production processes.

Enterprise Alert can be run and operated directly out of your production IT or as a cloud appliance.

Reliable & mobile plant floor notifications

Enterprise Alert complements industrial plants and production control systems with intelligent, persistent and auditable notifications by voice, SMS text, IM, push, email and fax. It is built for manufacturing and can be "heard" in noisy environments. The delivery of incident notifications and any response are all tracked in real-time.

Remote incident management

Enterprise Alert enables remote incident management by offering a feedback channel for acknowledging incidents and alerts, for updating their respective status and for adding annotations visible to an operator in the control room. Delivery and acknowledgement tracking ensures that no critical situation goes unnoticed. This includes looping in your external service companies and providers.

Benefits

- Accelerated response to potential threats and quality issues
- Minimized plant interruptions
- Flexible, automated and efficient dispatching of incidents and work orders to service resources
- Reduction of manual dispatching and control room work

Industry

Manufacturing

Learn more

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Smartphone Apps

Derdack brings the smartphone onto the plant floor. Using Enterprise Alert® native smartphone apps for iPhone, Android, Windows Phone and Blackberry, incidents are not only made visible - they can be forwarded, acknowledged and commented. You can create service contracts and even control and manage machines. Collaboration with your colleagues by e.g. ad-hoc phone conferences or Instant Messaging, significantly increases the speed to problem resolution.

Flexible on-call scheduling

For automatically linking incidents to appropriate and available personnel, Enterprise Alert offers built-in on-call scheduling. For targeted notifications and fast delivery of critical information to the right people - make use of drag & drop on-call scheduling including the definition of back-up layers,

stand-ins, follow the sun support, automated escalations (e.g. Batting Order) or „Find-me, follow-me"-routines.

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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