



 ALARM CONTROL CENTER

**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 an alarming software 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.

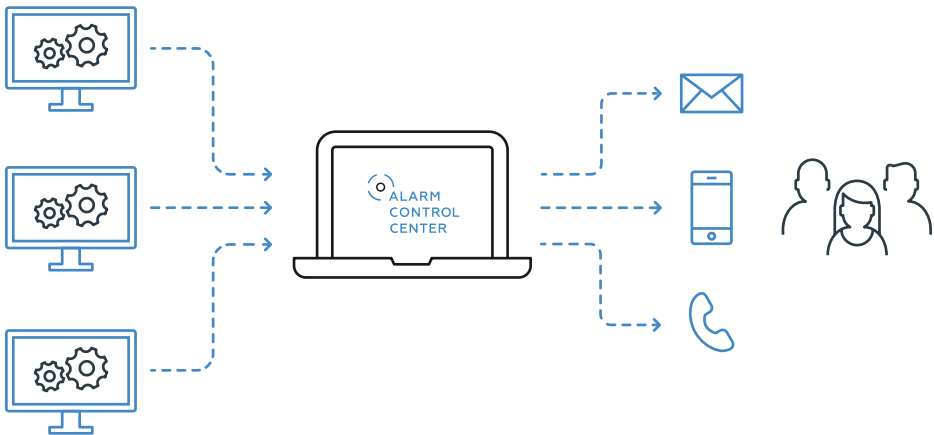
Therefore you need a system that is both intelligent and gives you total freedom when it comes to the choice of your end devices. Furthermore the system should be extensible for new requirements, keeping pace with new production areas and a growing number of employees. Additional decision criteria are 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. Each step of the escalation therefore is able to inform one or any number of recipients.



Recipient declines

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Recipient does not respond

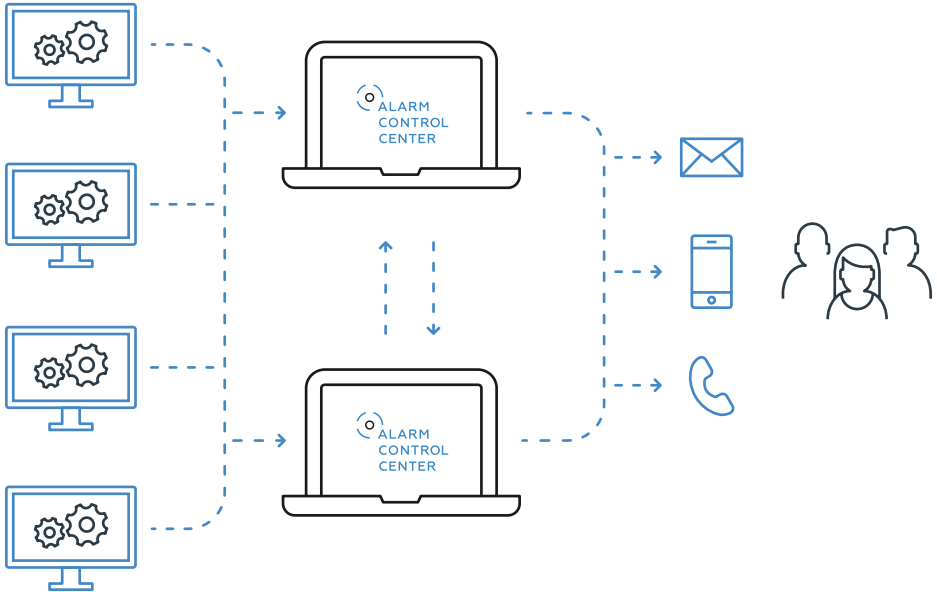
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Recipient accepts

The highly customizable steps of the escalation can also be run repeatedly, in order to always ensure the delivery and processing of the messages. 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.

A redundant Alarm Control Center Setup ensures the availability of your service and can be used for additional load balancing in case of an abundance of messages.



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 push notifications, 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:

### **Siemens**

- SIMATIC WinCC V7.2 & V8
- SIMATIC WinCC Professional
- SIMATIC WinCC Unified
- SIMATIC WinCC OA
- SIMATIC PCS 7
- Desigo CC
- UDP
- BRAUMAT / SISTAR

### **Other Interfaces**

- Email
- OPC UA
- OPC DA
- MS SQL Database
- REST
- ESPA 4.4.4
- and more

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 Monitoring option 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 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

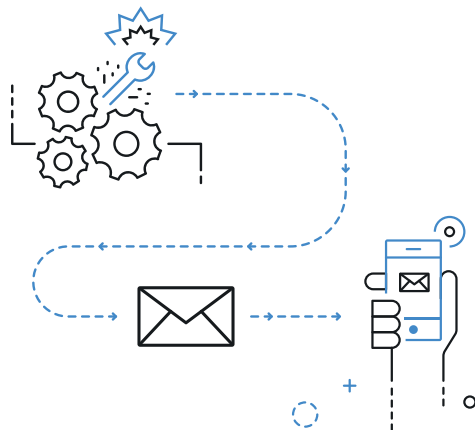
Messages should be forwarded to maintenance Monday through Friday 8 a.m. to 5 p.m. and during the night and on weekends to standby personal? Comfortably configure which subscribers must be notified at what time using the integrated calendar. Additionally, the Alarm Control Center offers a straightforward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

# SUITABLE COMMUNICATION CHANNELS FOR YOUR APPLICATION

## MESSAGE TRANSFER TO SMARTPHONES



You want to receive your messages on your iPhone, iPad, Apple Watch or on your Android device? Our smartphone channel and the corresponding ACC iPhone app or ACC Android app make this possible. With this channel, you will receive a new message as an immediate push notification on your preferred device. You can accept or reject the message directly in the app with one click. All messages and their status, as well as the information that another participant has taken over, can be viewed in the app at any time.



## TEXT MESSAGE VIA SMS TERMINAL

Your subscribers use diverse mobile phone providers? Through transmitting text messages via SMS terminal you can send text messages to any mobile phone worldwide. By replying with a text message, the subscriber can accept the message and associated task. Hence combined with the escalation system, diverse altering scenarios can be realized. We provide several SMS terminals with all necessary accessories. All you need additionally is a SIM-Card from the mobile phone provider of your choice.



## VOICE DIALOG BY PHONE (SIP)



A call can be placed to any desired phone number (landline 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.

## 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.



## 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.

## MESSAGE OUTPUT VIA PAGING SYSTEM

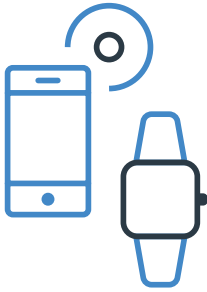
Your plant is equipped with a paging system? Often paging systems offer the only possibility of reaching every corner of a large area cost-effectively. The Alarm Control Center provides reliable message distribution to end devices of diverse paging system manufacturers. The usage of Ascom and TETRA is supported.

## FURTHER COMMUNICATION CHANNELS

- Telephone systems from Unify, Alcatel and Ascom
- OPC DA
- HTTPS
- TETRAcontrol
- Windows printer
- and many more



# MORE FUNCTIONALITY THROUGH ADDITIONAL OPTIONS



## ACC APP FOR IOS 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. You can't spare a hand for the smartphone at the moment? In this case you can use the innovative combination of smartphone and Smart Watch. Your smartphone stays in your pocket – simply accept or decline a message with your Smart Watch and a turn of your wrist.

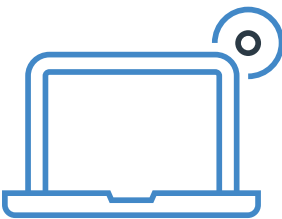
## CHANGE LOG

What changes were performed on the configuration of the Alarm Control Center? The 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.

## 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 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 Alarm Filter. What about handling flutter messages, which come and go every second? After sending a few messages the 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.

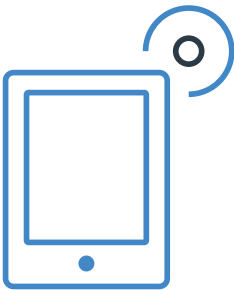
## MONITORING



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.

## 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.



## DIVISION

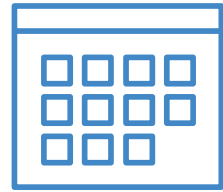
Users may only have access rights to the data concerning their production area? Especially when experiencing high message loads and numerous subscribers it is advisable to split the Alarm Control Center into several divisions. After logging onto the system the user only sees the data relevant to his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

## ALARM BOARD

Your control room or gateway needs to issue events like “request fork-lift operator” or “evacuate building”? The Alarm Board allows configuration of various events. With a simple click your operatives can then execute complex and fully automated alarms for any scenario.

## TEAM PLAN

Static shift plans don't cover the internal processes of your enterprise? With Team Plan you can assign responsibilities or workstations to your employees with just a click. As an example, Mr. Mueller can today be responsible for the plant in area filling, while Mr. Smith is responsible for the workload in the area packaging. Should Mr. Smith be indisposed due to long-term maintenance, part of his usual workload can be passed on to Mr. Mueller with one click of your mouse. You wish your trained workers to organize themselves? With the ACC App Mr. Mueller can easily take responsibility of any workload in Mr. Smith's area of responsibility himself.







Further information regarding the  
**Alarm Control Center** can be found on

[WWW.ACC.ALARM-IT-FACTORY.DE](http://WWW.ACC.ALARM-IT-FACTORY.DE)



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The information provided in this document contains merely general descriptions of the technical possibilities, which may not always apply as described in individual cases. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.