



 ALARM CONTROL CENTER

ACC IN PRACTICE

ACC UNDER TEST

FACTORY INNOVATION (1-2023)

PRODUCT TEST: „PROFESSIONAL ALARM SYSTEMS IN MANUFACTURING“ (ORIGINAL ARTICLE: GERMAN)

The „Zentrum Industrie 4.0“ in Potsdam, a research and application center, has examined and evaluated the latest alarm software solutions for manufacturing for the trade journal Factory Innovation (GITO Publishing). Alarm IT Factory and Alarm Control Center (ACC) were awarded an outstanding grade of 1.7.

The most impressive features were the reliability, scalability, and high flexibility of the system. According to the experts, the ACC also stands out thanks to its many configuration options and the ability to divide alarms into categories so that urgent malfunctions can be identified more quickly and prioritized for repair. The ACC also received full marks for its intuitive and clear user interface, the alarm system itself, and its user-friendly implementation and setup.

Overall, the ACC is a powerful and reliable alarm management system that is suitable for a wide range of industries and applications.

TRANSLATED FROM GERMAN (ORIGINAL)
BY ALARM IT FACTORY GMBH



Alarm Control Center (ACC)

Alarm IT Factory GmbH

Alarm IT Factory GmbH has specialized in developing alarm software. Its flagship product is the Alarm Control Center (ACC). It is a flexible and scalable alarm management system that is suitable for a wide range of industries and applications.

During our testing of the ACC, we noticed that the alerting works quickly and reliably. The system is easy to use and offers many configuration options, such as the ability to perform remote actions and divide users into teams. Another plus is the integrated categorization of alarms, which enables a faster response to urgent problems. The option of performing manual exports as .csv files also makes it easier to evaluate the alarms. The documentation on integration via REST API could be more comprehensive.

Features		★★★★☆
Interoperability	(10 %)	★★★★☆
Alarm processing	(40 %)	★★★★☆
Range of functions	(30 %)	★★★★☆
Software	(10 %)	★★★★☆
Costs	(10 %)	★★★★☆
Scenarios		★★★★☆
Commissioning	(15 %)	★★★★☆
Configuration of individual use cases	(25 %)	★★★★☆
Alerting	(30 %)	★★★★☆
Emergency plan processing	(20 %)	★★★★☆
Data transfer to higher-level IT system	(10 %)	★★★★☆
Total		★★★★☆

Overall, the Alarm Control Center from Alarm IT Factory is a reliable and powerful alarm management software, which still has some minor areas for improvement.

Interoperability	
Connectivity	online, offline, desktop, cloud, app
API interface	yes
Alarmverarbeitung	
Alarm processing	OPC, ESPA, XML, client, other, such as REST, SOAP, TCP, .NET, SQL, email, data as well as many APIs from Siemens products.
Alarm output	Email, SMS, voice, audio, pager, radio, app
Ensuring alarm awareness	Acknowledgment system, notification repetition, multiple contact, escalation levels
Alarm localization	Statically predefined
Range of functions	
Analytical tool	CSV data export and direct connection possible
Integration into visualization system	yes
Statistical functions	yes
History generation	yes
Alarm parameter configuration	Configuration at source, possible directly in ACC with PCS7 and WinCC
Software	
Setup wizard	no
Clarity	Very clear
Intuitive use	yes
Help field	Very good documentation
Costs	
Base price	from 2 960 €
Languages	DE, EN, FR

FACTORY INNOVATION

PRODUKTTEST

Alarmsoftware

Alarm Control Center (ACC)
Alarm IT Factory GmbH
Ausgabe 01/2023

1,7

Pros & Cons

- + Dashboard with predefined widgets
- + clear and modern GUI

Conclusion

Alarm IT Factory lives up to its reputation as a software developer and, with the Alarm Control Center, delivers a powerful software solution for handling a company's alarm management. The web interface is particularly impressive, and the entire user interface is designed in such a way that you don't have to search for the functions required in nested menus. All in all, it's definitely a brilliant solution and a well deserved second place.

ACC IN USE

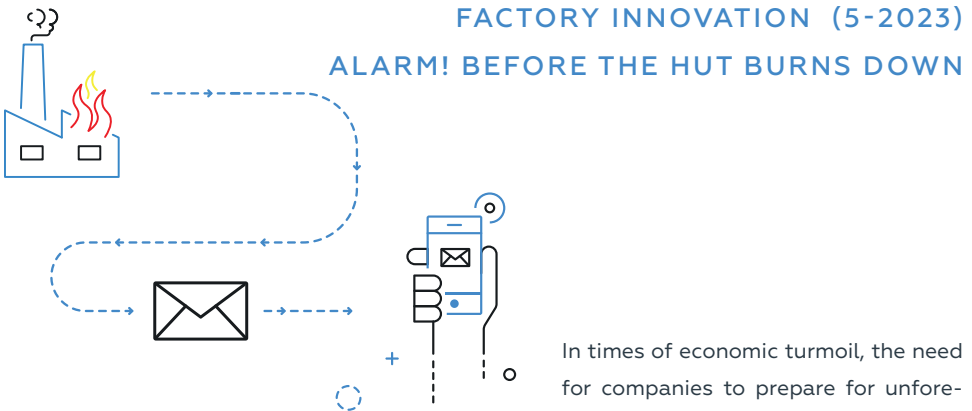
SUCCESS STORY: ACC IN USE WITH WINCC OA FOR MONITORING DATA CENTERS

An automobile manufacturer in southern Germany has a redundantly designed WinCC OA system (building management system) for optimizing and monitoring air conditioning in its data centers and other units such as emergency power generators. Air conditioning ensures that heat is dissipated and temperatures in the data centers are maintained within a range suitable for sensitive equipment. These data centers run central applications for production, research, and administration. If a computer fails, this can have serious consequences for the company.

To ensure that potential malfunctions are detected immediately and forwarded to the relevant experts, the car manufacturer has been relying on the Alarm Control Center (ACC) for many years. High-priority fault messages are forwarded from WinCC OA to the alarm system. The ACC then reliably and automatically notifies the responsible persons by voice call, push message, and email. The alarm is repeated until a technician responsible for the fault takes over its repair. If an alarm is not accepted by the on-call service within 10 minutes, management is notified. This escalation ensures that faults are dealt with and rectified efficiently.

By using ACC, the car manufacturer can reduce the risk of failure of its data centers as well as emergency power generators, thereby reducing the risk of economic losses while increasing productivity.

ACC IN THE PRESS



In times of economic turmoil, the need for companies to prepare for unforeseen events is greater than ever. Even

the most meticulous preparations sometimes cannot prevent smoothly functioning processes coming to a sudden standstill. There are many reasons for this: a smoldering fire in a warehouse, an unexpected production stoppage, overheating in the data center, or an overflow in the sewage treatment tank. It is crucial for companies to minimize economic losses by immediately detecting malfunctions and forwarding them to the relevant experts. This allows them to react quickly and get the systems back up and running. Dead spots, exhausted smartphone batteries, or on-call staff sleeping too soundly can have serious consequences in this regard.

The intelligent alarm system Alarm Control Center offers companies effective support: The ACC transmits messages from control systems quickly and reliably via push notifications to smartphones, as text messages to cell phones, and as voice messages to telephones - around the clock. The ACC can be used across all industries and is extremely user-friendly.

Alarm messages are automatically sent to the responsible persons or teams. If there is no response within a specified period of time, the message is forwarded to other recipients. This ensures that malfunctions are dealt with and rectified efficiently.

By using ACC, companies can reduce the risk of economic losses, personnel bottlenecks, and equipment and system failures while increasing productivity.

ALARM CONTROL CENTER

ADVANTAGES:

High system availability, low risk of failure, higher employee satisfaction, lower costs

GENERAL MANAGEMENT

Everything at a glance

- Setpoint/actual values of the systems
- Current production data
- Important events for all monitored plants and systems

SHIFT MANAGEMENT

Monitoring 24/7

- Current status of facilities and production
- Which employee handles which fault?
- Which troubleshooting takes an unusually long time?

PRODUCTION/MAINTENANCE

Transparency & information

- In the event of an incident, immediate and rapid alerts are sent directly to smartphones and other mobile devices
- Independent assignment of plants via smartphone
- Up-to-date information from systems to detect and prevent potential malfunctions in advance

FACTORY INNOVATION (1-2025) – PRODUCT REPORT

SIEMENS SPIN-OFF: ALARM IT FACTORY – READY FOR EMERGENCIES

Preventive fault detection and efficient alarm management with the Alarm Control Center

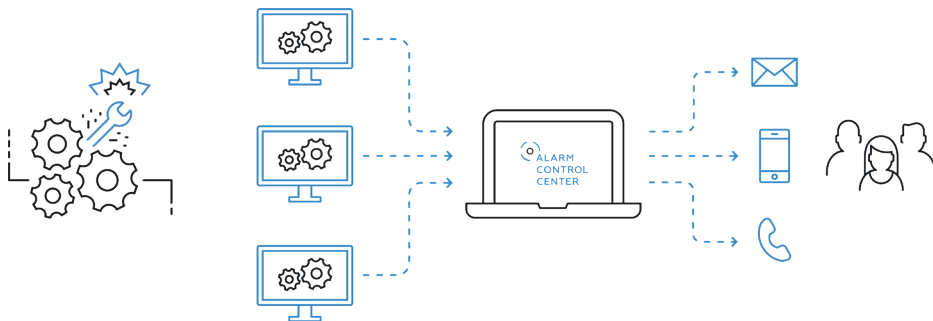


Imagine this: an incident during transport means materials don't reach their destination on time, and suddenly the production process is interrupted. Resources are diverted to analyzing the fault and rectifying the problem. What if you could identify this fault before it even occurred? This is exactly where the Alarm IT Factory solution comes in.

Founded in 2013 as a spin-off of Siemens AG, Stuttgart-based Alarm IT Factory GmbH is a leading provider of alarm management and control technology solutions. With around 30 employees and a customer base of over 7,200 companies worldwide, Alarm IT Factory offers reliable alarm solutions for the rapid handling of malfunctions in automated processes.

The comprehensive solution – Alarm Control Center (ACC)

The highly advanced software solution enables fast response to malfunctions or emergencies at any time. Whether in production, data centers, or critical infrastructures, alarm messages are transmitted in real time. The system can be seamlessly integrated into existing telecommunications infrastructures, enabling rapid adaptation to individual needs. Alarm IT Factory offers tailor-made solutions for a wide range of industries, including the automotive, chemical, and pharmaceutical industries, food production, and the energy and infrastructure sectors. The company works closely with Siemens, enabling the ACC to be seamlessly integrated into the Siemens product world.



This makes Alarm IT Factory the preferred partner for companies that use industrial automation and control systems. The combination of predictive maintenance and ACC in conjunction with proactive maintenance offers companies an effective solution not only for detecting malfunctions at an early stage, but even for preventing them.

Case study from practice: Semiconductor production

A leading semiconductor manufacturer operates its own wastewater treatment plant directly adjacent to its production site. Acid is added to neutralize alkaline wastewater, which is stored in tanks with a capacity of several thousand liters. A non-acid-resistant hose in the dosing pump burst during the night, causing uncontrolled leakage of hydrochloric acid. The damage went unnoticed until the morning.

The evaporating hydrochloric acid caused oxidation in 25 control cabinets, resulting in millions of dollars in damage. The planned alarm system was not yet active due to the lack of a telephone line and a network connection to the control system. An installed and active ACC, for example with an SMS terminal and a gateway for voice calls via mobile communications, would have prevented this damage costing millions.

Alarm IT Factory as reliable partner

In a time of growing uncertainty and technological challenges, it is crucial for companies to deal with disruptions quickly and efficiently in order to minimize downtime and costs. The Alarm Control Center helps to manage emergencies, preventively detect errors, and optimize processes.

The ACC from Alarm IT Factory impresses with its high scalability, reliability, and user-friendliness. Customers can rely on the system to function even under extreme conditions - worldwide. Outstanding customer support ensures that companies are not left to fend for themselves, even in times of crisis.

The advantages of the system are clear:

- **Rapid response to emergencies:** The ACC sends real-time alerts and enables immediate responses.
- **User-friendliness:** The simple user interface ensures that all employees can use the system efficiently.
- **Scalability:** The system grows with the requirements of the company – whether it is a small business or a global industrial enterprise.
- **24/7 support:** The company offers outstanding 24/7 customer support, ensuring that businesses are never left in the lurch.

Future vision and further enhancements are planned

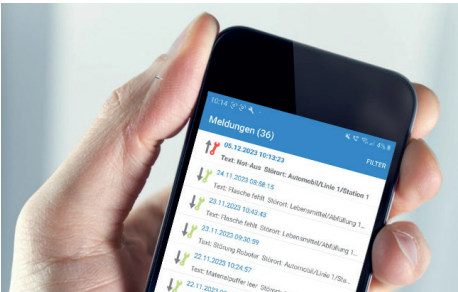
Following the successful TISAX certification, the company is now aiming to obtain ISO 27001 certification in 2025 in order to make its high information security standards measurable and visible. Especially in times of growing cyber threats, it is crucial for Alarm IT Factory to protect its alarm systems not only effectively, but also against unauthorized access.

Further potential lies in the development of solutions for cloud environments and hybrid architectures. The increasing networking and digitalization of companies require a flexible, scalable solution that can be easily integrated into both local IT infrastructures and the cloud.

Conclusion

Alarm IT Factory GmbH is the ideal partner for companies that depend on reliable and immediate alerts. With its ACC, the company offers a flexible, scalable solution for res-

ponding quickly to incidents. Through close cooperation with Siemens and the further development of cloud technologies, Alarm IT Factory has established itself as a leading provider. For companies operating in an increasingly digitalized and networked world, Alarm IT Factory is setting the course for a secure, stable, and efficient future.





Further information regarding the
Alarm Control Center can be found on

WWW.ACC.ALARM-IT-FACTORY.DE



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