Advanced SCADA alarm notification system

The most widely used alarm notification platform in industry and IIoT

WIN-911

WIN-911 delivers critical alarms and alerts in real time, integrating with the worlds leading SCADA, HMI and control systems.

WIN-911 uses configuration logic to filter, route, and escalate alarms and events to designated recipients through multiple notification methods. WIN-911 supports single and bi-directional communication for alarms, acknowledgements, informational requests, and reports.

SCADA integration direct connects

WIN-911 Direct Connects provide a native connection to leading SCADA/HMI systems enabling ease of configuration, performance optimization, and syncing of alarm acknowledgements and other data. The use of Alarm Subscriptions, which filter alarms into WIN-911, eliminates the need to maintain two separate alarm databases providing faster integration, with simplified setup and less on-going maintenance.

DIRECT CONNECTION

WIN-911

Scheduler | Escalation Logic Engine | Report Engine

INTERNET CONNECTED

NON-INTERNET CONNECTED

Smartphone Apps
Android, Apple, Windows

Email

Voice Over IP

SMS with cellular modem

Voice with TAPI

What can WIN-911 do for you?		
INCREASE	**REDUCE**	**IMPROVE**
Reliability of alarm notification	Down time	Alarm response time
Operational efficiency	Operating costs	Personnel and public safety
Insight into frequent alarm occurences	Material costs	Alarm logging and reports for continuous improvement

WIN-911

Notification escalation engine

Configure notification workflows to best meet your operational needs. From a simple callout list to complex escalation logic, WIN-911's patented, script free, drag and drop user interface makes configuration easy and intuitive.
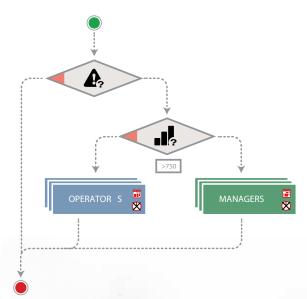
Basic tactics

SImple Call out list that suppors retries and delays.

	Connection	Type	Retries	Delay Between Retries					Delay After				
☐	John	📞	0	Minutes	0	Seconds	0		Minutes	0	Seconds	0
☐	Paul	✉	0	Minutes	0	Seconds	0		Minutes	0	Seconds	0
☐	George	✈	0	Minutes	0	Seconds	0		Minutes	0	Seconds	0
☐	Ringo	💬	0	Minutes	0	Seconds	0		Minutes	0	Seconds	0

Advanced strategies

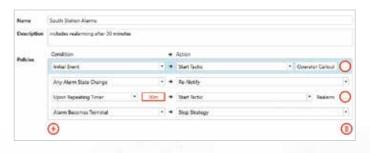Strategies orchestrate tactic execution.

Advanced tactics

Script free work-flow dynamically follows your process:

- Scales from a simple call out list to comprehensive enterprise work-flows
- As the alarm event unfolds actions can to be taken dynamically as alarm conditions evolve
- Workflow can enable event-based pushing of reports
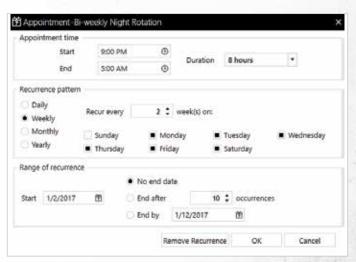- Easily adapts to personnel and organizational changes

Scheduling

Control notification logic utilizing individual and shared schedules evaluated at the time of the alarm. Complex shift scheduling made easy using an Outlook/Google style calendar control.

WIN-911

Notification Options

ALL notification options support single or bi-directional communication, acknowledgements, and customized formats.

Smartphone Apps
Interactive, intuitive APPS using push notifications for Apple, Android, and Windows devices.

Logging
Supports both live and historical views. Sort, arrange print or export your alarm history based on your preferences. Includes personnel notification attempts and confirmation, acknowledgments, events and error codes.

SMS Text Messaging
Secure, text based alarm notification over cellular networks. Supports both USB and Ethernet IP cellular modems.

System Modification Audits
Leverage your existing SQL server auditing features to provide audit trail for regulated environments.

Email
Rich HTML or plain text templates support a wide range of devices. Protocol support for SMTP, POP, IMAP, SSL/TLS.

Localisation
Fully localized in 9 languages: English, German, Hebrew, Arabic, Italian, Portuguese, French, Chinese, Spanish. Localization includes software configuration, alarm delivery and alarm interaction.

Voice Calls
Text-to-speech engine dynamically reads alarm information. Supports VoIP (SIP) or analog phones (USB voice modem).

Text-To-Speak Premium Voices
Offered in 46 languages, Premium Voices provide a more natural sounding voice as an alternative to the standard Microsoft choices.

Reporting
Rich or plain text report templates are available. Reports can be sent on demand or based on alarm conditions.

Software and Hardware Redundancy
Additional WIN-911 systems can be installed to provide greater reliability. Notification hardware and gateways can be pooled to increase uptime and reliability.

WIN-911 Product Comparison Chart

FEATURES	STANDARD	INTERACTIVE	ADVANCED
Scheduling	✔	✔	✔
Virtualisation	✔	✔	✔
Localisation	✔	✔	✔
Basic Tactics	✔	✔	✔
Basic Strategies	✔	✔	✔
Advanced Tactics			✔
Advanced Strategies			✔
SMS	✔	✔	✔
Email	✔	✔	✔
Voice (VoIP)		✔	✔
Voice (Analog)		✔	✔
WIN-911 Mobile		10 Devices	25 Devices
Remote Acknowledgements		✔	✔
Alarm Requests		✔	✔
Report Requests		✔	✔

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