

# WIN-911

THE MOST WIDELY USED  
ALARM NOTIFICATION PLATFORM  
IN INDUSTRY AND IIoT



Promoting technical solutions to ensure your success with automation  
- Kansas City - Wichita - St. Louis - Springfield, MO - Omaha

## Intelligent Alarming for Wonderware InTouch Applications

Presented by: Keith Hayes, Sales Manager

# WIN-911 Value Proposition



## INDUSTRY CHALLENGES



24/7  
OPERATIONS  
EXCELLENCE WITH  
FEWER PERSONNEL



ALARM DELIVERY  
TO THE RIGHT  
PERSON



ALARM  
NOTIFICATION  
DELIVERY BEYOND  
THE CONTROL ROOM

## WIN-911 RESULTS



REDUCES:  
DOWNTIME  
OPERATING COSTS  
MATERIAL COSTS



INCREASES: RELIABILITY  
OF ALARM NOTIFICATION  
OPERATIONAL EFFICIENCY  
ALARM RESPONSE TIME



PROVIDES THE ABILITY  
TO CONTROL ALARM  
ROUTING TO THE  
CORRECT PERSONNEL

## WIN-911

RECEIVE ALARMS VIA SMS TEXT,  
EMAIL, VOICE CALLS,  
OR SMARTPHONE/ TABLET APPS



# Customer Success



## Manufacturing



## CPG



## Oil & Gas



# Customer Success



## Water & Waste Water



DUBAI



## Life Sciences



## Data Centers



EQUINIX



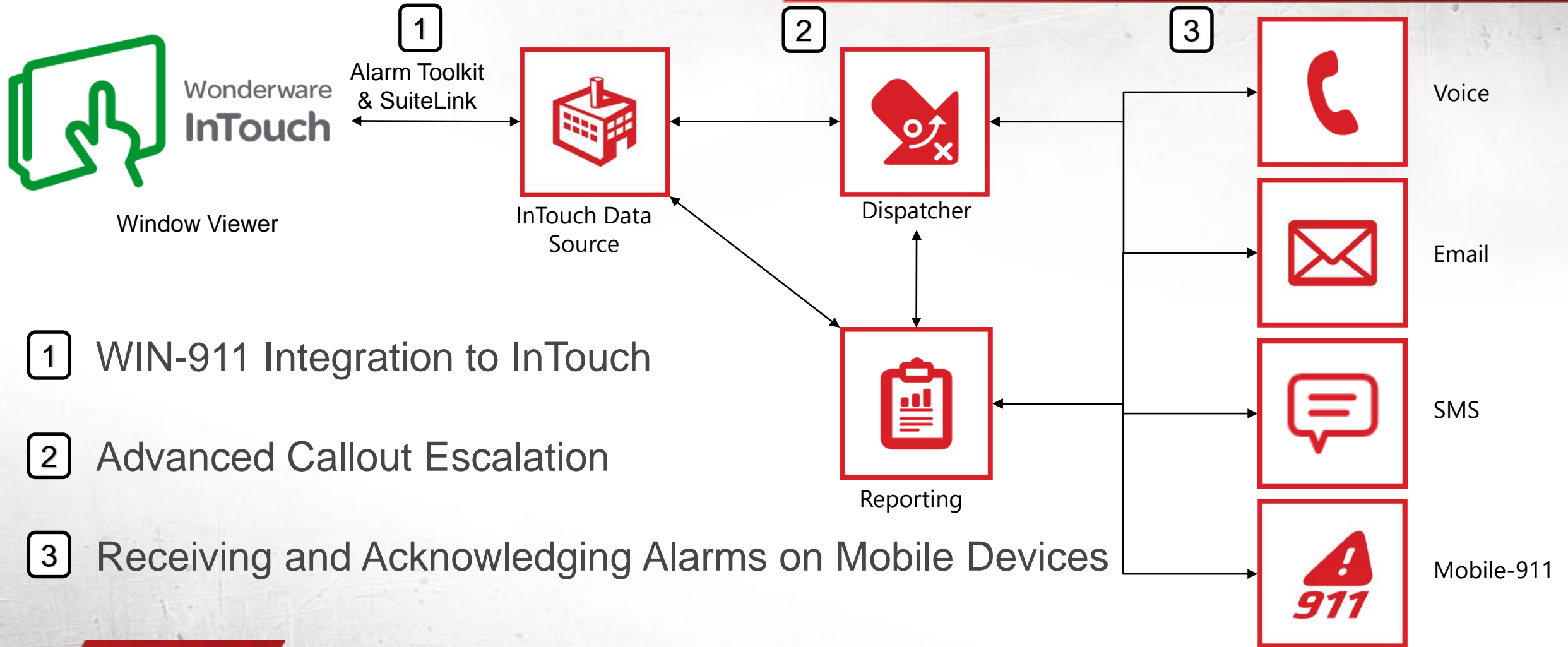
# Customer Success



WIN-911 allowed Nestlé to design a notification workflow; tailoring their alarms for a more efficient delivery process, sending immediate notice to the right refrigeration techs on duty.

“We’re importing our existing tags—that’s what is great about WIN-911, you can just import your alarm tags and don’t have to recreate your alarms,” stated Al Olivares from the IS/IT department at Nestlé. “It’s easy to make the transition.”

# Solution Overview



**1** WIN-911 Integration to InTouch

**2** Advanced Callout Escalation

**3** Receiving and Acknowledging Alarms on Mobile Devices



## Configure Subscriptions/Filters

- Filter on Tagnames
- Filter on Groups
- Filter on Priorities

## Direct Connect Advantages

- No Alarm Configuration in WIN-911
- All Alarms are Maintained in InTouch
- Acknowledgements are seamless

Name

All Tagnames

All Groups  Specific Group

Groups

All Priorities

Labels



- Connect to multiple InTouch applications
  - Local and Remote
  - Ships with support for a single connection, additional connections must be purchased
- Alarm Subscriptions
- Runtime all the time
- Automatic Reconnect
- Improved scheduling tool to better handle complex shifts
- Notification methods can be configured to be one-way or two-way



# Simple Set-up & Configuration



Managers

Operators

Maintenance

- Roles define areas of responsibility
- Utilize Roles for Escalation
- Flexible configuration for shift schedules

General Utilizers

Name Nightly 12 hour

Description Every night 8:00pm-8:00am

Day	Week	Month	January 2015						
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday		
28 Dec - 31 Jan	28	29	30	31	01	02	03		
	@ scheduled	@ scheduled	@ scheduled	@ scheduled	@ scheduled	@ scheduled	@ scheduled		
28 Dec - 31 Jan									
4 Jan - 10 Jan	04	05	06	07	08	09	10		
	@ scheduled	@ scheduled	@ scheduled	@ scheduled	@ scheduled	@ scheduled	@ scheduled		
4 Jan - 10 Jan									

# Basic Alarm Escalation



- Easily configure delays and retries from Basic Tactic screen
- Quickly add, remove, and reorder contacts
- All alarm notification methods will follow notify out of the same notification queue

**WIN-911™** Contact **Notification** Alarming Reporting System  
Tactics Strategies  
Basic Advanced

Basic Tactics Utilizers

Name: Basic Tactic  
Description: Simple notification list, from top to bottom  
Delay Before Notification: Minutes 0 Seconds 0  
Repeats: 0

	Connection	Type	Retries	Delay Between Retries			Delay After		
<input type="checkbox"/>	Anna Osborne	✉	0	Minutes 0	Seconds 0	Minutes 0	Seconds 0		
<input type="checkbox"/>	Javier Gonzalez	✉	0	Minutes 0	Seconds 0	Minutes 0	Seconds 0		
<input type="checkbox"/>	Ben Gibbard	911	0	Minutes 0	Seconds 0	Minutes 0	Seconds 0		
<input checked="" type="checkbox"/>	Rayne Dakota Prescott	☎	0	Minutes 0	Seconds 0	Minutes 0	Seconds 0		
<input type="checkbox"/>	Dennis Reynolds	💬	0	Minutes 0	Seconds 0	Minutes 0	Seconds 0		

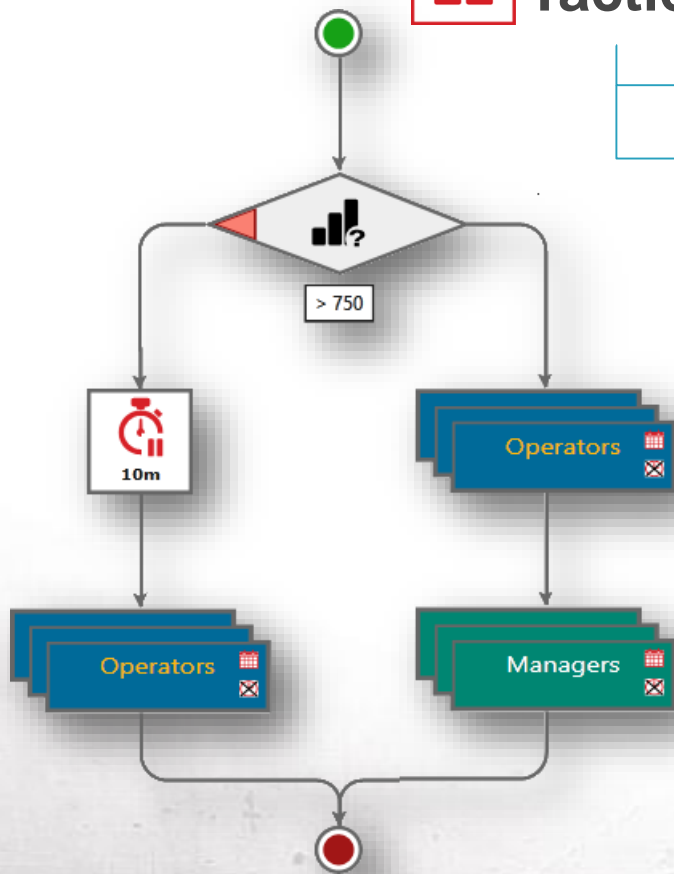


# Advanced Callout Escalation



## Tactics: Notification Workflows

- Drag and drop workflow creation
- Complex alarm escalation scenarios using decision blocks



## Strategies: Event Triggers and Actions

Policies	Condition	→	Action
	Initial Event	→	Start Tactic → Assembly Operators ...
	Any Alarm State Change	→	Re-Notify
	Upon Timer	→	20m → Start Tactic → Notify All ...
	Alarm Becomes Terminal	→	Stop Strategy

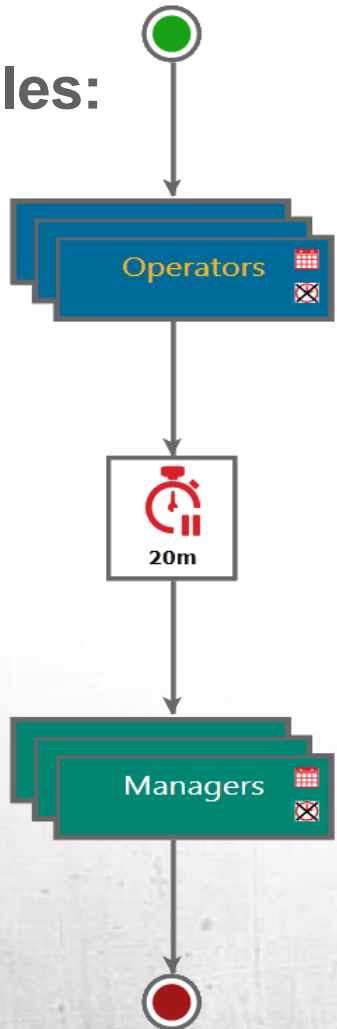
List of alarm Conditions and the Action WIN-911 should take when the Condition is met.



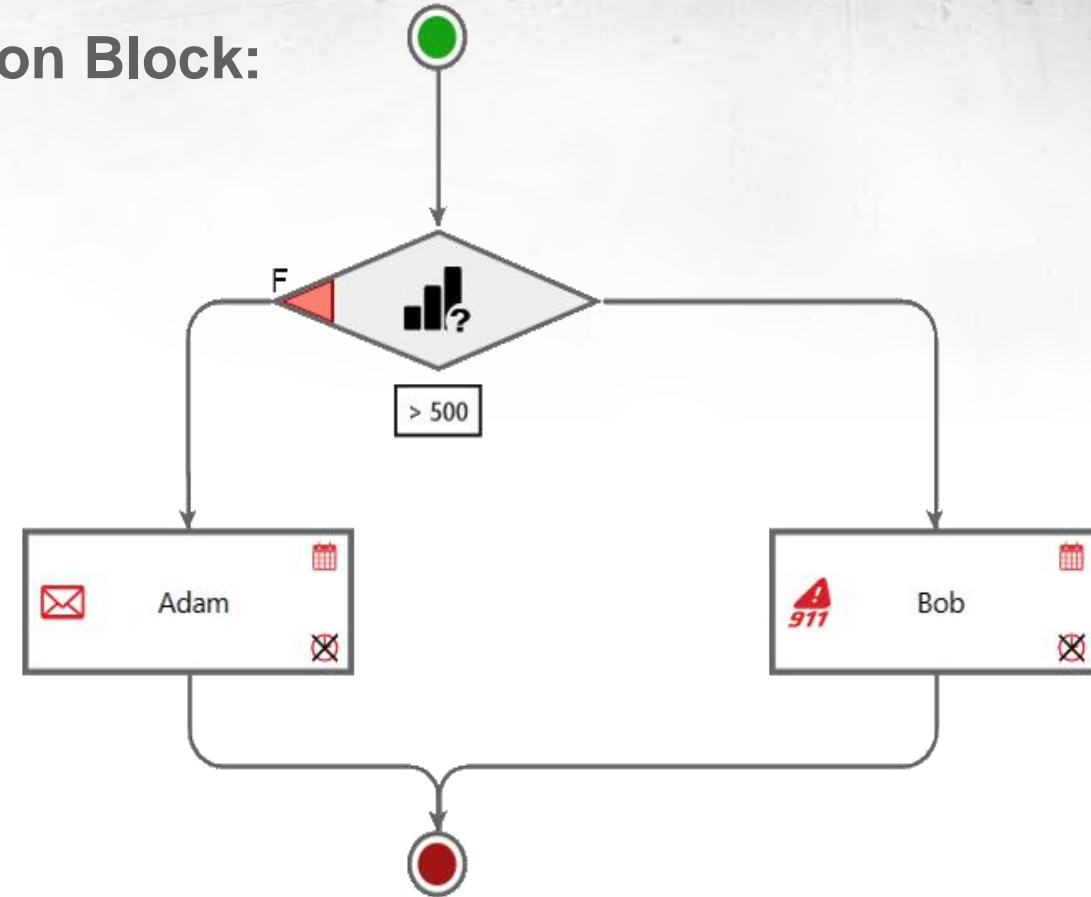
# Alarm Escalation Examples



Roles:



Severity Decision Block:





# Advanced Strategy Policies & Actions



## 11 Conditions

- Initial Event
- Any Alarm State Change
- Alarm Becomes Active
- Alarm Becomes Inactive
- Alarm Becomes Acknowledged
- Alarm Becomes Unacknowledged
- Any Condition Change
- Event Quality Change
- Upon Timer
- Upon Repeating Timer
- Alarm Becomes Terminal

## 6 Actions

- Start Tactic ⇒ 
- Renotify
- Restart Active Tactic ⇒ 
- Stop All Tactics
- Stop Strategy
- Stop Tactic ⇒ 

Some actions require a Tactic to be specified.



# Advanced Strategies



**Policies**

Condition	→	Action
Initial Event	→	Start Tactic Operators&Managers
Alarm Becomes Terminal	→	Stop Strategy

+ (Add)      (Delete)

At the minimum..  
Start & Stop Strategy

**Policies**

Condition	→	Action
Initial Event	→	Start Tactic Operators&Managers
Any Alarm State Change	→	Re-Notify
Upon Timer	→	Start Tactic Backup
Event Quality Changes	→	Re-Notify
Upon Timer	→	Start Tactic Notify All
Alarm Becomes Terminal	→	Stop Strategy

+ (Add)      (Delete)

Or, go as  
complex as you  
need.



# Bringing it all together



**Alarms**

*trigger*

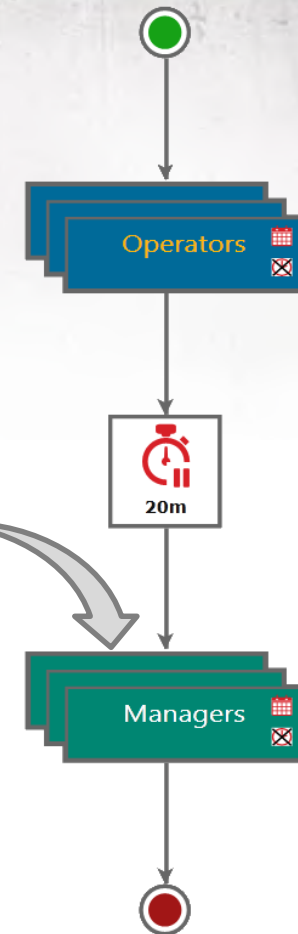


**Strategies**

*utilize*



**Tactics**



1 Specific Areas Strategy Standard Strategy

**All Block Names** Specific Block Names

All Areas **Specific Areas**

Filters ?

Wildcard WIN-911

Name Standard Strategy Tactics

Description This is a standard WIN-911 Strategy. It consists of 3 policies.

Condition	Action
Initial Event	Start Tactic Operators&Managers
Any Alarm State Change	Re-Notify
Alarm Becomes Terminal	Stop Strategy



# Mobile-911

## **MOBILE-911**<sup>®</sup>

*Reliable. Secure. Efficient.*



- Alarming via push notification for smartphones & tablets
- Dynamic alarm and report summary screens
- Secure, encrypted communications
- Low band-width
- No additional hardware required

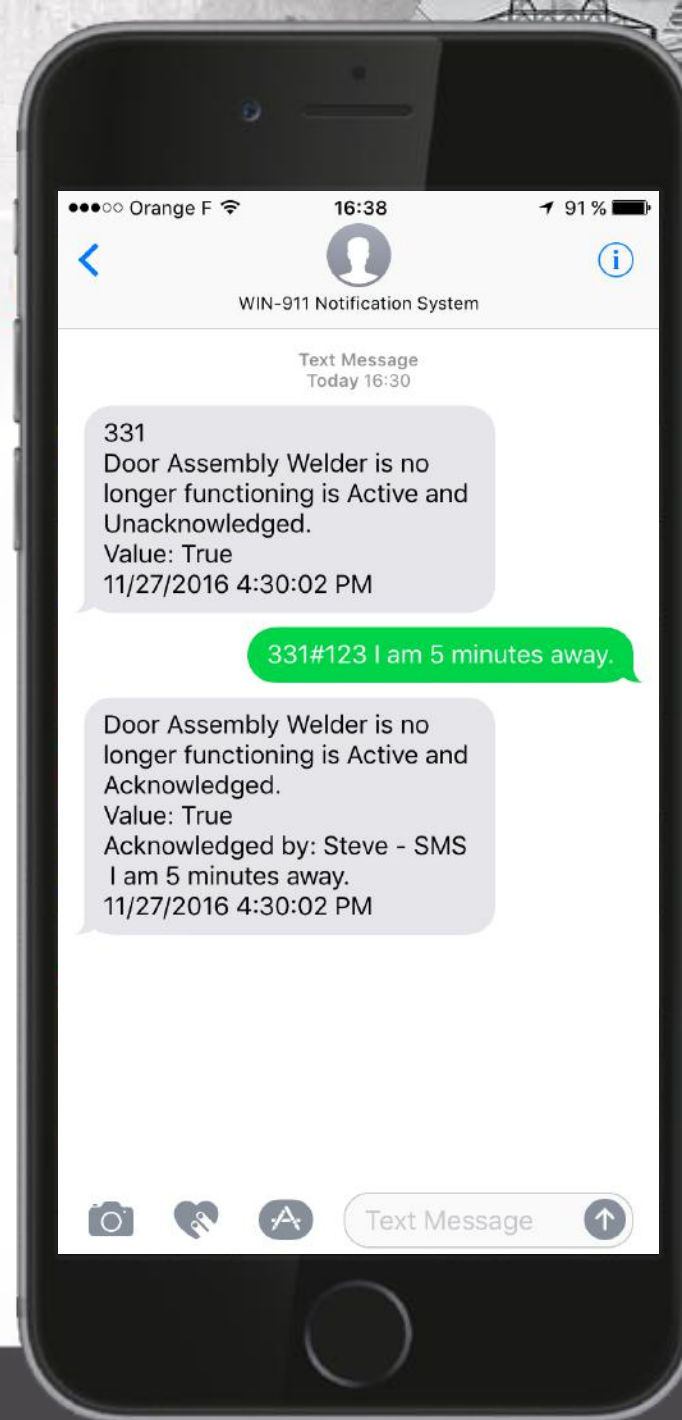






# SMS Text Messages

- Text based alarm delivery using standard SMS protocol
- Ethernet IP or Serial cellular modems
- Does not require an Internet connection





# Voice Calls



- Voice based alarm delivery using Text-To-Speech
  - Premium Voices available
- Voice over IP to any SIP Server
  - Internal VoIP PBX systems
  - VoIP Service providers (e.g Skype)
- Serial TAPI modem for analog phone line



Hello Steven, this is the WIN-911 Alarm Notification system. Please enter your Authorization Code.



1...2...3...#

You have 1 new message.



The Freshwater Tank is HiHi as of 6:03 AM

Press \* to repeat this message or 2 to acknowledge.



2



Please enter your acknowledgement code.



1...2...3...#



Alarms acknowledged, thank you goodbye




# Email


- Rich HTML or plain text
- SMTP, POP3, IMAP
  - TLS/SSL Support
- Incoming mail server is optional





**WIN-911**



Sun 11/27/2016 6:59 PM

 win911@win911.com  
WIN-911 Alert

To  steve@win911.com

 If there are problems with how this message is displayed, click here to view it in a web browser.

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## WIN-911 Alert

Door Assembly Welder is no longer functioning is...

**INACTIVE** **ACKED**

Alarm Details

Event Time:	6:56:21 PM
Name:	SCADA.Assembly.DoorAssembly.Welder
Condition Name:	IN ALARM!
Severity:	500
Acked By:	WIN-911 Log Viewer - STEVE
Comment:	I am 5 minutes away.

# Coming Soon...

- Updated direct-connect for System Platform 2014R2 based off new code base.
  - Release timeframe July 2017
- Updated Mobile-911 Smart Phone Application with in-app messaging for better user collaboration.
  - Release timeframe August 2017

# **WIN-911**

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**Thank you!**

[www.win911.com](http://www.win911.com)  
[keith@win911.com](mailto:keith@win911.com)