PRODUCT OVERVIEW



THE MOST WIDELY USED ALARM NOTIFICATION PLATFORM IN INDUSTRY AND IIoT

THE WORLD'S #1-SELLING INDUSTRIAL ALARM NOTIFICATION SOFTWARE

MONITOR YOUR INDUSTRIAL PLANT FROM ANYWHERE

WIN-911's secure software notification platform allows your team to remotely interact with your plant's equipment alarms via mobile app, text, voice, email, or in-plant announcements, which means problems get fixed faster, waste is reduced, and maintenance and staff costs go down.

Tab-Ex [®] 02 🕞				
	Report	〒 88% ∎3:32 PM		
	DPC Tags			
7000003 2 - Freshwater Tank	Tag Description/Name	Pump is		
7000003 5 - Computer Room	Value Quality	False Good	- •	
7000003 22 - Lift Station 22	Index Tag Description/Name	2 Freshwater 1 Tank Level	Alarms 🚿	
	Value Quality	0 Good	Freshwater Storage Tank Leve	>
	Index Tag Description/Name	3 Wastewater	Tank Level is Above 75	
	Value Quality	is False Good	Computer Room Door The Computer Room Door is Oper	, >
	Index Tag Description/Name		Freshwater Storage Tank Level	5
	Value	mTags.Wate ce 0	Tank Level is Above 58	
	Quality	Good	Freshwater Storage Tank Level Tank Level is Above 75	>
	Tag Description/Name Value		Room 637 Smoke Detector	>
	Quality	Good	Smoke detectors battery is low	
	Index Tag Description/Name	6 SCADA Frees nk Level	HVAC Air Temp Air temp is above 80 degrees F	>
	Condition Description/ Name	н	Room 637 Smoke Detector	Alarms
	Active State Ack State Event Time	False 1/1/0001 1:	Smoke detectors battery is low	Tank Level Tank Level
	Event Time	1/1/0001 1:	HVAC Air Temp	75

18,000+ INSTALLATIONS WORLDWIDE 90% FORTUNE 50 MANUFACTURERS

TOP FEATURES & BENEFITS

Millions OF ALARMS DELIVERED DAILY



Direct connects

Integration with leading SCADA systems like Rockwell, GE, and AVEVA, is easy and fast.



Supports both live and historical views

Logging reports let you sort alarms via your preferences, such as staff notification attempts, confirmation, acknowledgments, events, error codes.



Talk to a human

Our support is delivered by friendly in-house technical experts via phone, chat, email, (and remote log-in sessions when required), so your toughest problems get resolved faster.



Ensure system resiliency

You can program multiple notification methods and hotback logic to provide greater system reliability through redundancy.



Future proof your system

With a Customer Care Subscription, you receive multiple upgrades and updates annually, which means your systems are always up-to-date.

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Real time data reporting

Tag value reports can be sent on demand or based on alarm conditions to enable you to do further analysis on specific events.



Multiple notification methods

We offer the most widely supported notification methods, including spoken voice (digital and analog)), in-plant PA, email, text, and mobile app.

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Configurable formats

Simple format editor makes creating custom formats a breeze.

IMPROVE ALARM RESPONSE TIME WITH SMART ESCALATION

From a simple call-out list to an advanced escalation workflow, WIN-911 allows you to quickly configure alarm notifications based on alarm types, severity, worker roles, and schedules. For instance, you might send the most critical equipment alarms to all operators and managers, while giving maintenance techs a broader range of event data.

		[Name T	Connections	Can Ack	Schedule		Roles	
4	Contacts	^	Steven Rivas	Steven.rivas@win911.com	Yes	Always	~	+	Product Manager X
1	Roles	11		Steven.rivas@win911.com	Yes	Always	~	+	Product Manager
	Formats Schedules		Jeremiah Kulesh	🖸 jeremiahkulesh@win911.com	Yes	Never	~	+	Product Support Manager X
Ĥ	Notification Policies			🐬 jeremiah.kulesh@win911.com	Yes	Never	~	+	Product Support Manager
	Alarm Sources	^	Stevie Ray	Srv@doubletrouble.com	No	2nd Shift	*	+	Pride and Joy X
	NE OPC DA		Tom Jones	tomjones@win911.com	No	Always	~	+	Operators X
Â	Labels Reporting			C 555-555-5555	Yes	Always	~	+	Operators X
0	Gateways		Wayne Smith	🐬 wayne.smith@win911.com	Yes	Always	~	+	Operators X
0	System	^		+1555-555-4321	Ves	Weekdays	~	+	Operators X
	Standby Activate		Janis Joplin	☑ janisjoplin@kozmicblues.com	No	Tat Shift	~	+	Pearl X
ø	Send Feedback		Buddy Holly	buddy holly@theorickets.com	Yes	1st Shift	~	+	American Pie
			Wooderson	🔊 wooderson@themaontower.com	No	Never	~	+	Dazed and Confused

Quickly set up call-out list that supports retries and delays

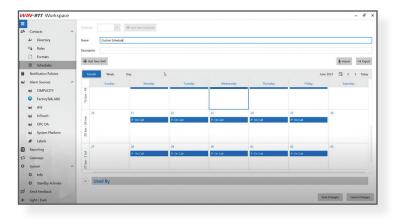
	Contact	Туре	Connection	Retries Upon Failure 0			Delay Between Retries ⁽⁾ (Minutes)			
	Buddy Holly		buddy.holly@thecrickets.com	0	~	^	0	~		
	Janis Joplin		janis.joplin@kozmicblues.com	0	~	^	0	~	~	
-	Jeremiah Kulesh		jeremiah.kulesh@win911.com	0	~	^	0	~	~	
	Jeremiah Kulesh	T	jeremiah.kulesh@win911.com	0	~	^	0	~	-	
-	Steven Rivas		steven.rivas@win911.com	0	~	~	0	~	~	
<u></u>	Steven Rivas	T	steven.rivas@win911.com	0	~	^	0	~	-	
-	Stevie Ray		srv@doubletrouble.com	0	~	~	0	~	~	
<u>_</u>	Wooderson	T	wooderson@themoontower.com	0	~	~	0	~	~	

Configure notification workflows in a snap

- Scales from a simple call-out list to comprehensive workflows
- As the alarm event unfolds, set actions to occur dynamically
- Send event-based reports via push notifications
- Update schedules, personnel, and organizational changes in a few clicks

SIMPLIFY SCHEDULING TASKS WITH CALENDAR TOOLS

You can create rolling schedules for different staff using simple calendar-based controls. And a separate module called the Operator Workspace lets you quickly make changes to your call out settings from any HMI screen.



How it Works

Direct connects to leading SCADAs makes configuration easy and fast.



Notification Options

All notification options support single or bi-directional communication, acknowledgments, and customized formats.

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SMARTPHONE APPS	SMS TEXT MESSAGING	EMAIL	ANNOUNCER	VOICE CALLS
Interactive, intuitive apps using push notifications for iOS and Android.	Text-based alarm notification over cellular networks.	Rich HTML or plain text templates support a wide range of devices.	Hear voice alarm noti- fications automatically announced over your PA system or any networked	Text-to-speech engine dynamically reads alarm information. Supports VoIP (SIP) or analog

WHAT CUSTOMERS ARE SAYING

audio device.

"The added visibility with WIN-911 allowed us to see where inefficiencies were happening so we could adjust and refine our process."

Jonathan Riechert Senior Engineer, Tyson Foods "We recently had to deal with a major wastewater lift station failure, where WIN-911 notified us of which of our 36 stations was in alarm and specified it was a power failure. This allowed our staff, while in route, to alert electric crews to also be in route to restore power. That's a situation where direct notification of the location and exact problem prevented an overflow."

Josh Becker Utilities Director, City of Llano, TX "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—it's easy to make the transition."

phones.

Al Olivares IT Lead, Nestle, Tulare CA

WIN-911 PRODUCT COMPARISON CHART

FEATURES:	STANDARD	INTERACTIVE	ADVANCED
CORE CAPABILITIES			
Alarm/Filter Count	Unlimited	Unlimited	Unlimited
1 Year Customer Care Subscription	✓	*	✓
Virtualization	✓	*	✓
Localization	✓	*	✓
ESCALATION			
Scheduling	*	*	✓
Basic Notification Policies	✓	~	✓
Advanced Notification Policies			✓
Operator Workspace	~	✓	✓
NOTIFICATION METHODS			
SMS Text (Cellular Modem)	✓	✓	✓
Email	✓	✓	✓
Announcer	✓	✓	✓
Voice (VoIP)		✓	✓
WIN-911 Mobile App		10 Devices	25 Devices
Premium Voice		✓	✓
REMOTE INTERACTIONS			
Remote Acknowledgements		✓	✓
Alarm Requests		✓	✓
Report Requests		✓	✓
Report Pushes			✓
DATA SOURCES			
GE iFIX	✓	✓	✓
GE CIMPLICITY	✓	✓	✓
Rockwell FactoryTalk View A&E	~	✓	~
AVEVA Edge	✓	✓	✓
AVEVA InTouch HMI	✓	✓	~
AVEVA System Platform	✓	✓	✓
OPC DA (all other SCADAs)	✓	✓	~
Nodes (for additional data sources)	✓	✓	✓
ROI			

THE WORLD'S TRUSTED BRANDS TRUST WIN-911. DEPLOYED AT OVER 18,000 FACILITIES IN 80 COUNTRIES ON 7 CONTINENTS.



WATER & WASTE TREATMENT / FOOD & BEVERAGE / LIFE SCIENCES MANUFACTURING / OIL & GAS / INFRASTRUCTURE



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