WIN-911 / THE MOST WIDELY USED ALARM NOTIFICATION PLATFORM FOR INDUSTRY AND IIoT

WIN-911 Alarm Notification for Industry and IIoT

BRONZE
Technology Partner
A ROCKWELL AUTOMATION PARTNER

Jeremy Meegan – Channel Sales Manager

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Content Overview

- Core Solution and Industries Served
- FactoryTalk Integration and Architecture
- Notification Methods
- Licensing
- Q&A

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WIN-911 Background

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- Headquartered in Austin, Texas, with offices in France, Mexico & China
- Alarm notification software for industrial control applications.
- 1993 – WIN-911 released for Windows 3.1
- WIN-911 Alarm Notification Software
  - Sole product and focus

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The Right Alarm to The Right Person on The Right Device

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Making The Case: Tyson Foods

Meat Processing - New London, Wisconsin

- Meat processing plant for meatballs, sausages and bacon.
- Facility includes cutting, cooking, chilling and packaging
- Over 500 lbs of product per year

Previous Process:

- Operator visually monitors the a computer screen
- Manually call a technician if a problem occurs
- System crashed weekly
- Engineering and IT required to fix the issues
  - System crashed weekly

Challenges:

- Staffing Issues
- Reliability of Notification
- Lost Production

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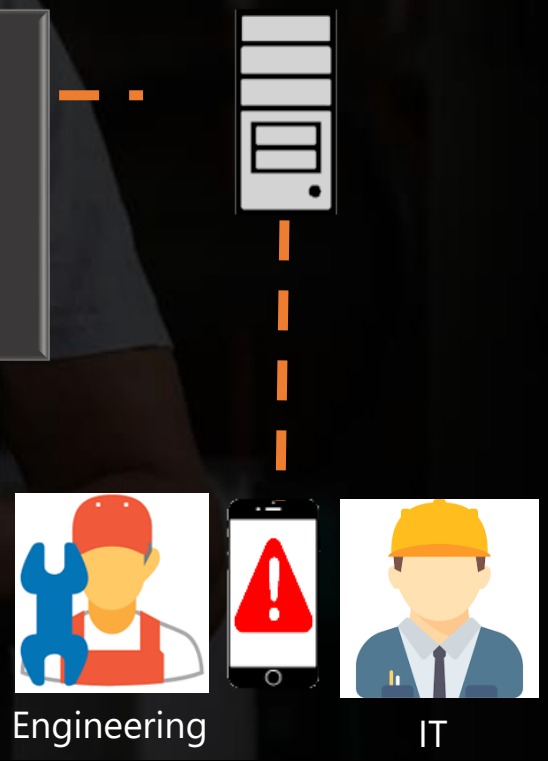
Tyson Foods – New London

Solution

- With WIN-911, personnel can receive alarm notifications via email from any location when problem conditions occur.

Equipment Monitored:

- Tank Levels
- Temperature Systems
- Pressure Parameters



In addition to helping ease compliance, the capabilities have allowed the facility to save $100,000 in wastewater chemicals. “The added visibility allowed us to see where inefficiencies were happening so we could adjust and refine our process.” –Senior Engineer-Innovation

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Making The Case: City of College Station

Water/Wastewater Treatment – College Station, Texas

- Serving a population to over 100,000 residents
- College Station's drinking water is obtained from groundwater sources

Previous Process

- Monitor and man facility 24/7
- Operator monitors the process
- Manual call out if an alarm occurs

Challenges:

- Inefficient Procedures
- Increased Downtime Chances
- Communication Gaps

City of College Station
Home of Texas A&M University®

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City of College Station

Solution

- Implemented WIN-911 to directly notify operators via email when equipment is not running in an optimal state or shutdown.

Equipment Monitored:

- Facilities water supply
- Fluids
- HVAC
- Electrical Equipment

Maintenance

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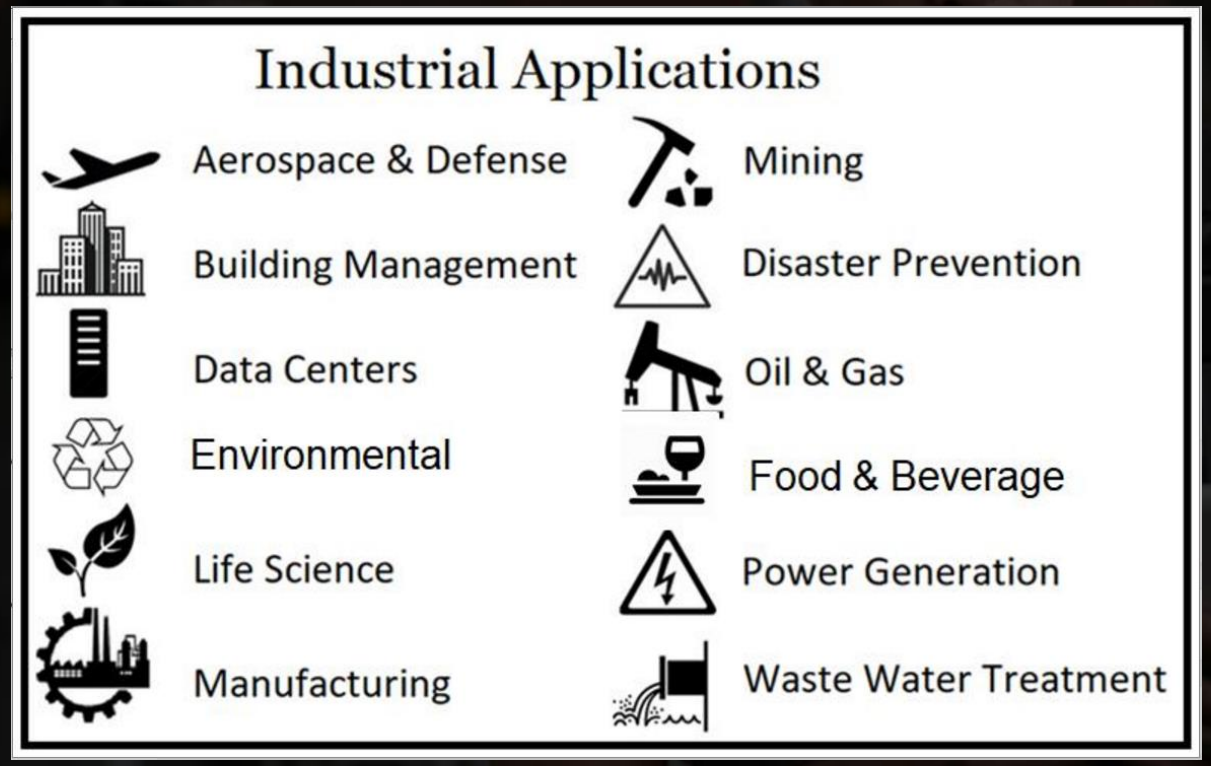
Industries Served



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Solution Overview

1. WIN-911 Integration to FactoryTalk A&E Server
2. Advanced Callout Escalation
3. Receiving and Acknowledging Alarms on Mobile Devices

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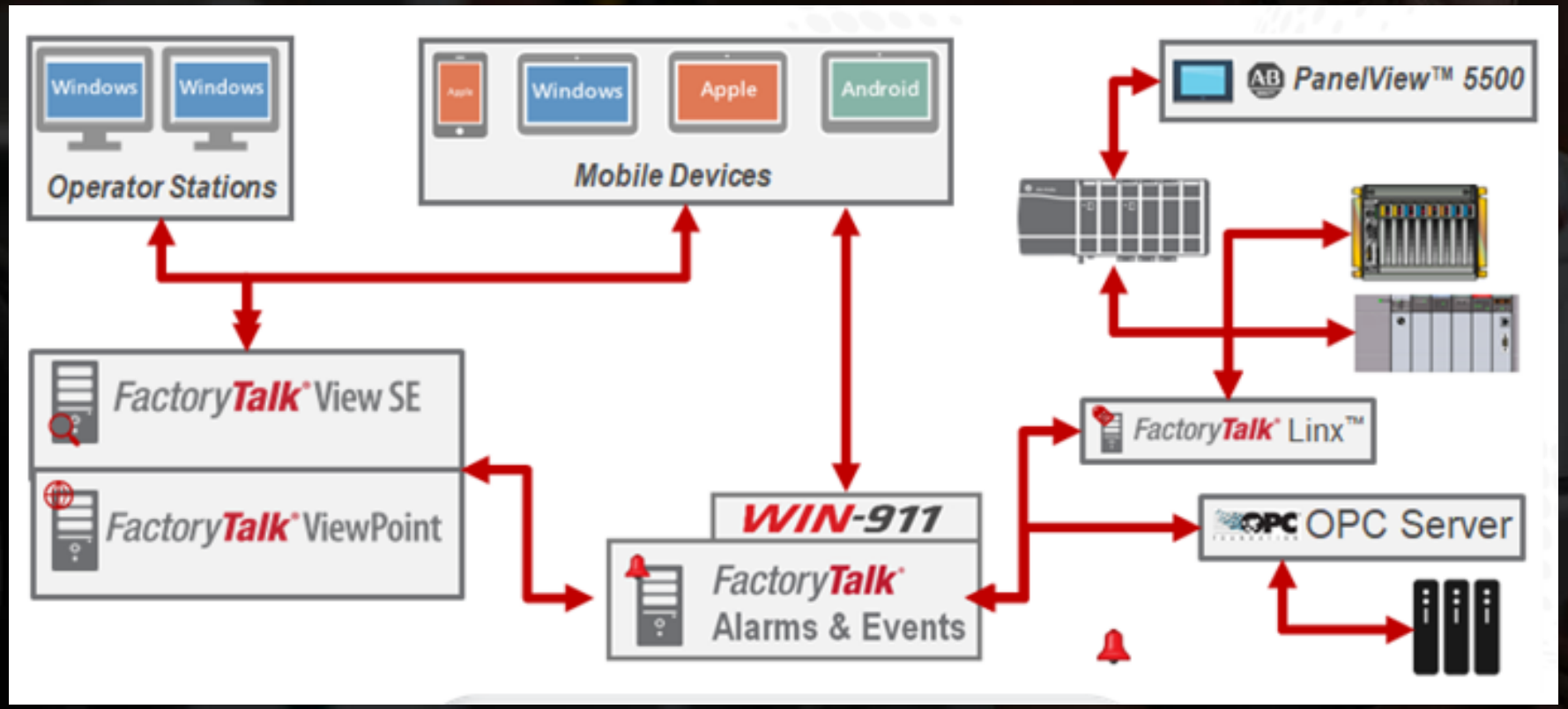
FactoryTalk® Alarms & Events Direct Connect



What's Required?

(1) WIN-911 License
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(1) WIN-911/FT Add-On client
WIN-911

WIN-911 can be installed on any FT server, display client, or PC within the same FactoryTalk directory as the Application.

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FactoryTalk® Integration

WIN-911 FTAE Direct Connect

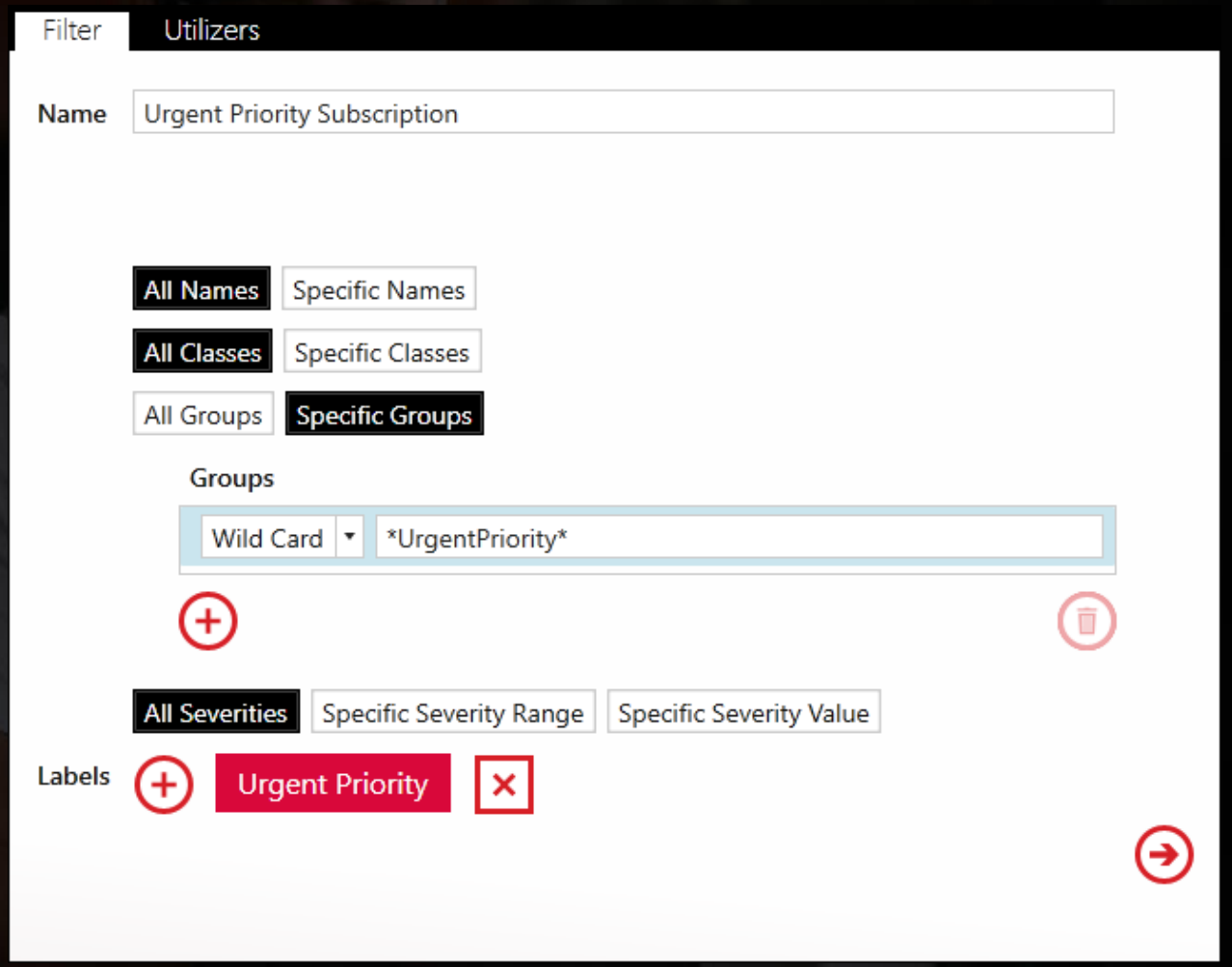
- Utilizes FactoryTalk Services
- True A&E Client

Configure Subscriptions/Filters

- Filter on Alarm Name, Class, Groups or Severity

Direct Connect Advantages

- Dynamically receive new alarms
- Alarms are maintained in FactoryTalk/PLCs
- Acknowledgements are seamless



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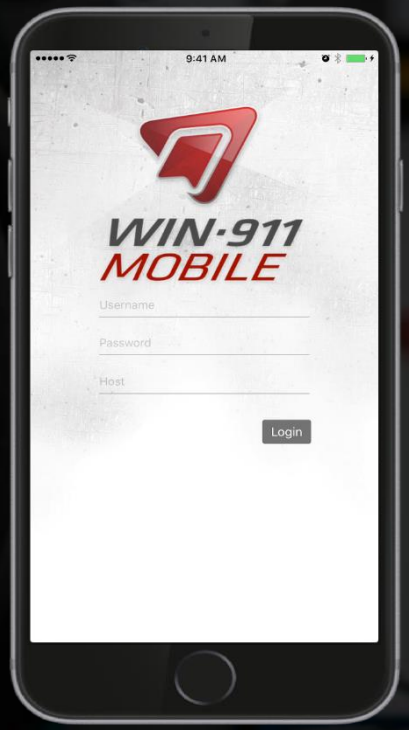
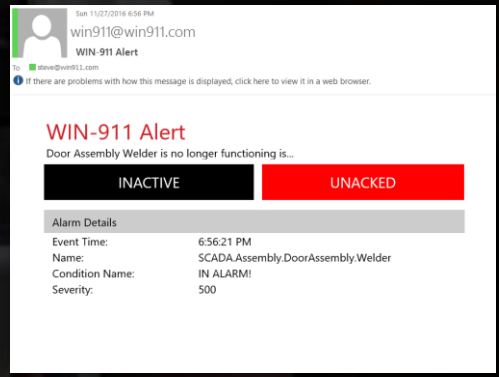
Notification Methods



VoIP & Analog Phones



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WIN-911 Mobile

- Android and iOS Device support
- Alarming via Push Notification
- Dynamic alarm and report summary screens
- No additional hardware required
  Requires valid software support coverage to function
- Supports Multiple WIN-911 Sites

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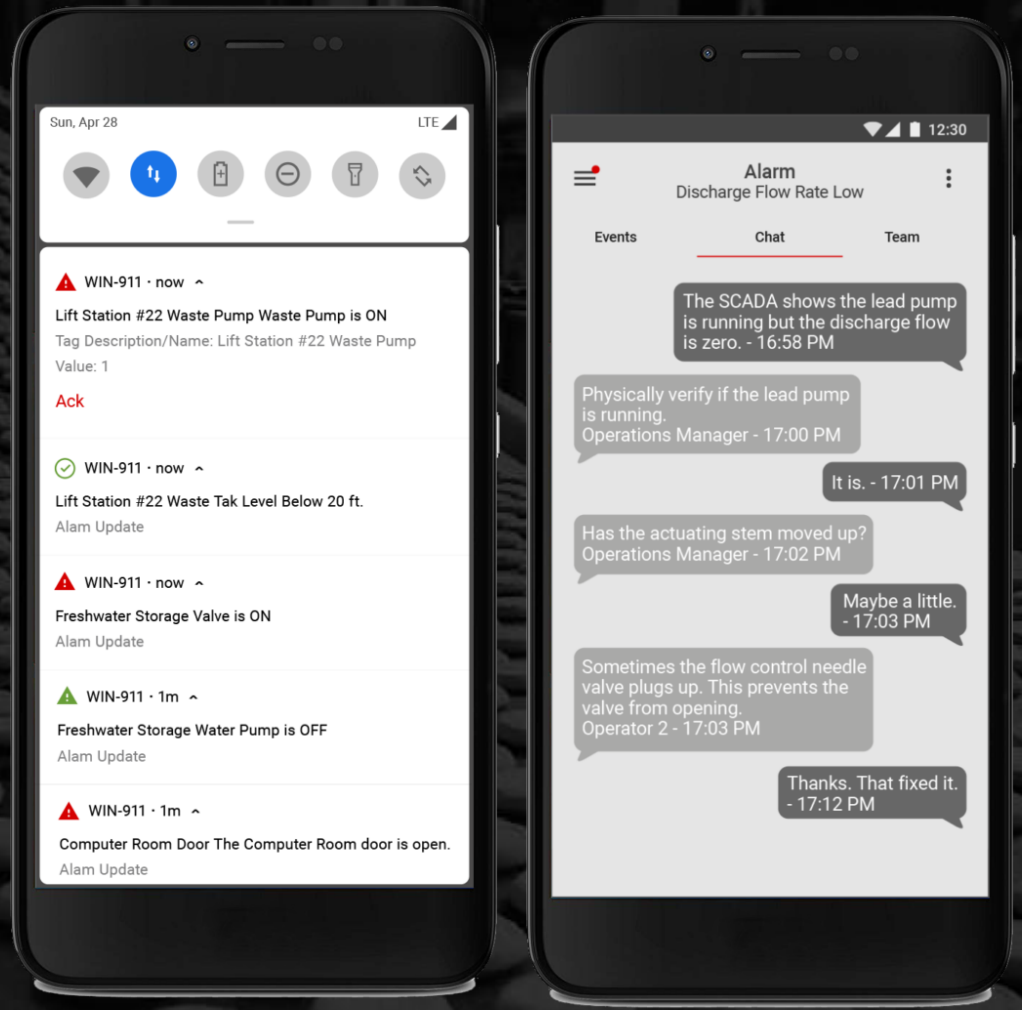
WIN-911 Mobile

Push Notifications

Secured Connectivity

Team Visibility



Chat with Team

Acknowledge Alarms

Connect to Multiple Systems

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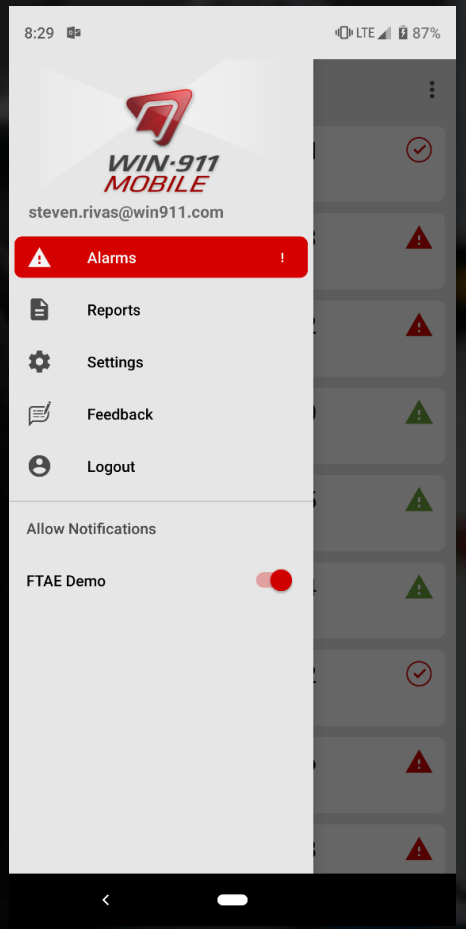
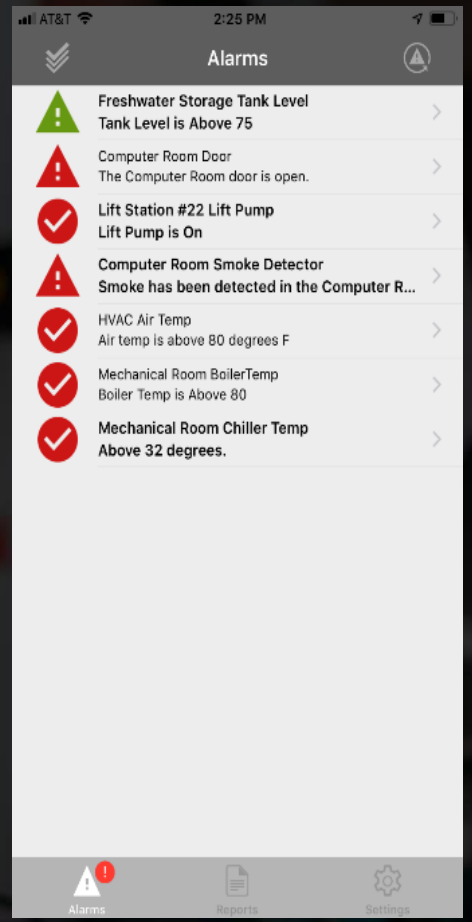
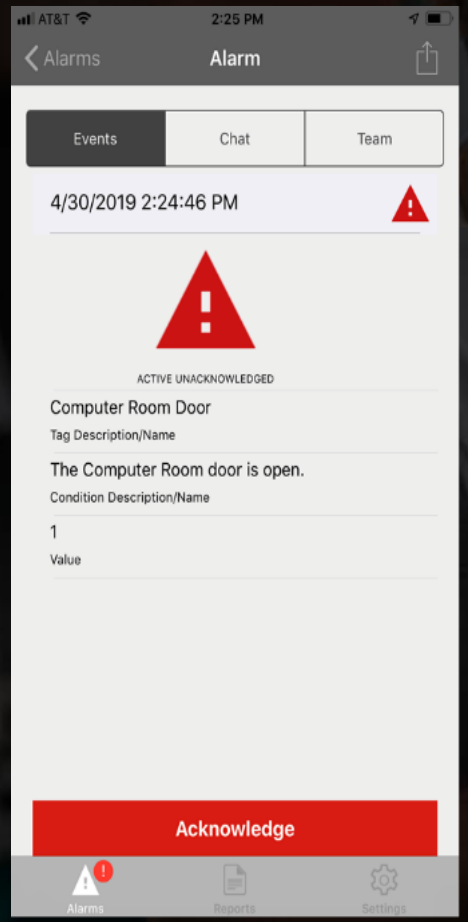
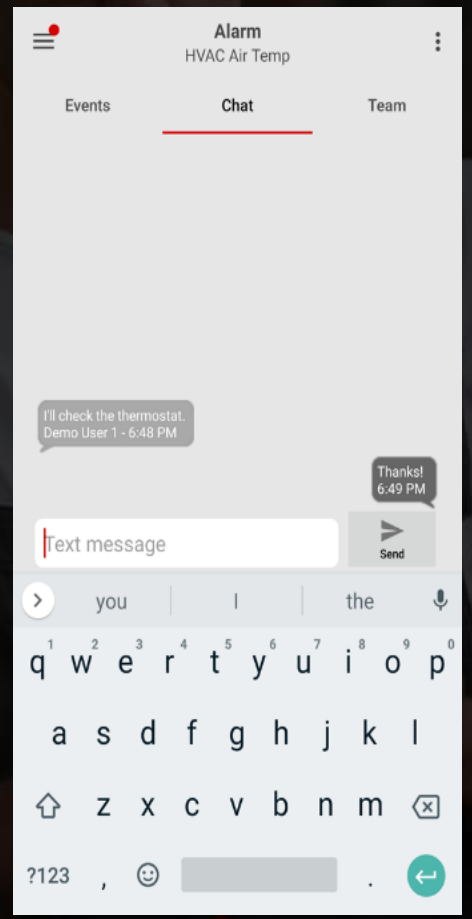
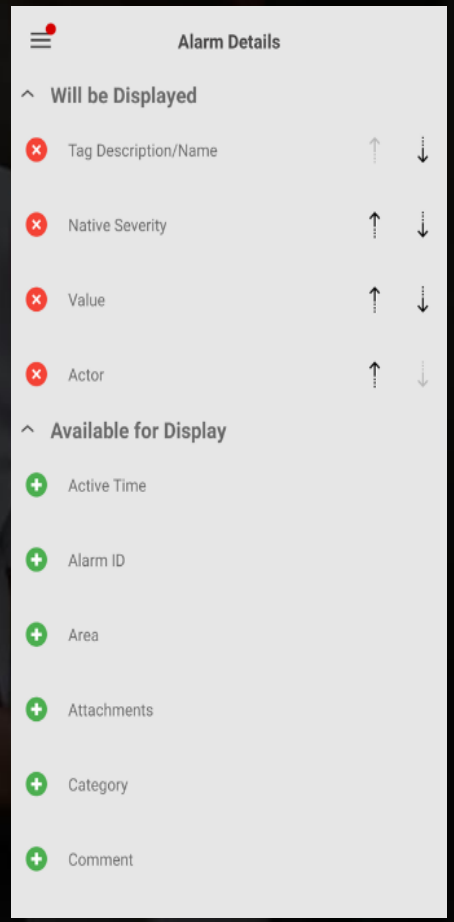
WIN-911 Mobile – Next Generation Alarming











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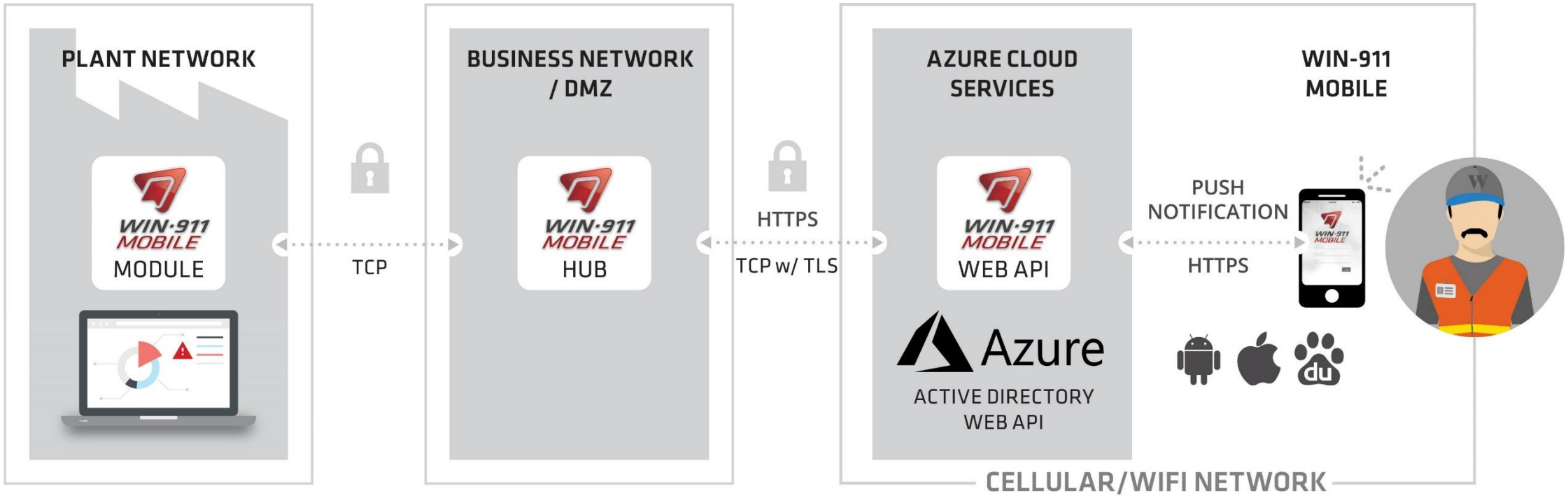
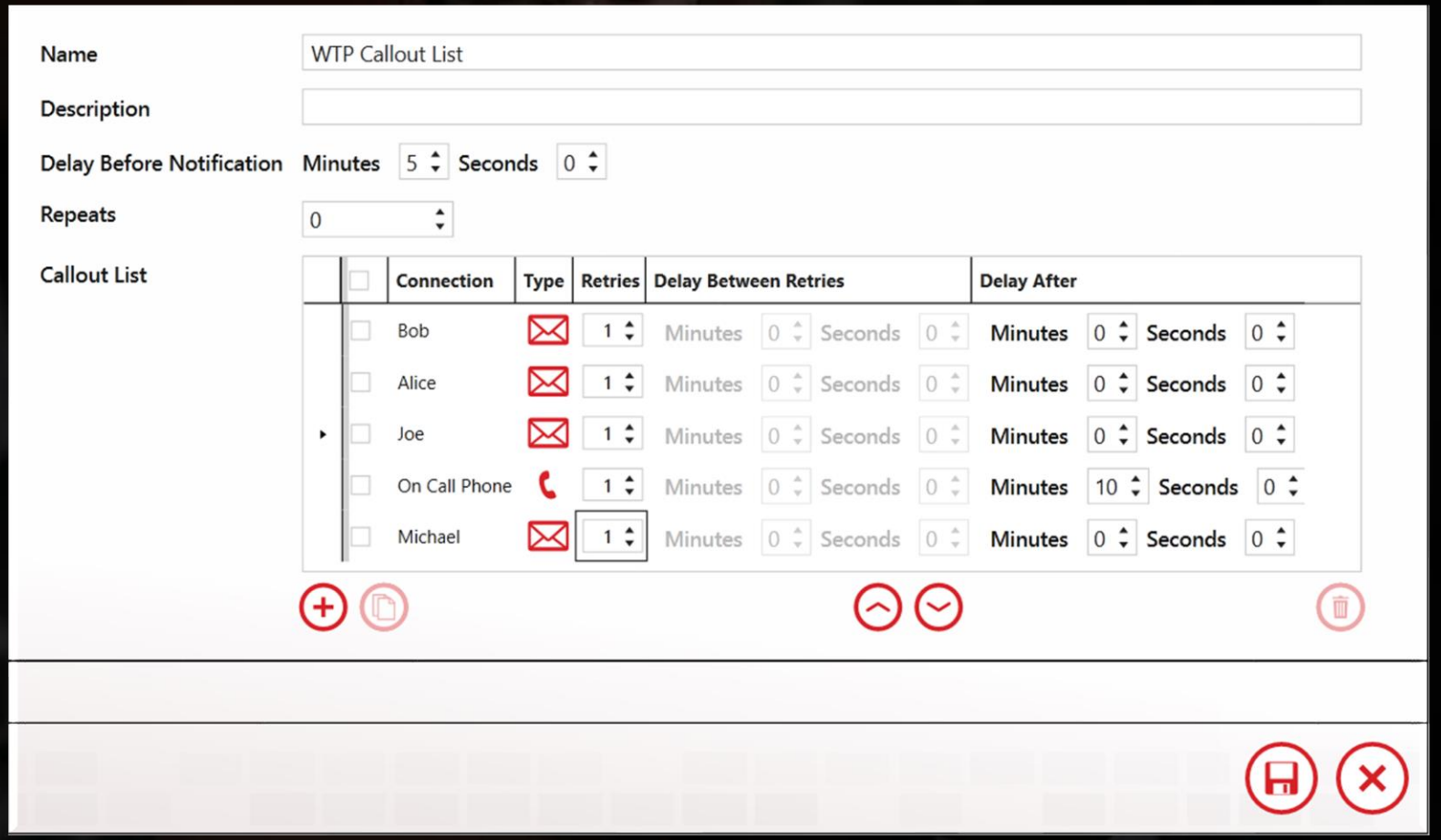

PLANT NETWORK
WIN·911 MOBILE
MODULE
TCP
BUSINESS NETWORK / DMZ
WIN·911 MOBILE
HUB
HTTPS
TCP w/ TLS
AZURE CLOUD SERVICES
WIN·911 MOBILE
WEB API
Azure
ACTIVE DIRECTORY
WEB API
WIN-911 MOBILE
PUSH NOTIFICATION
HTTPS
CELLULAR/WIFI NETWORK

Basic Alarm Notification

Basic Call List

- Easily configure delays and retries from Basic Tactic list.
- Quickly add, remove, and reorder contacts
- Single Notification Queue



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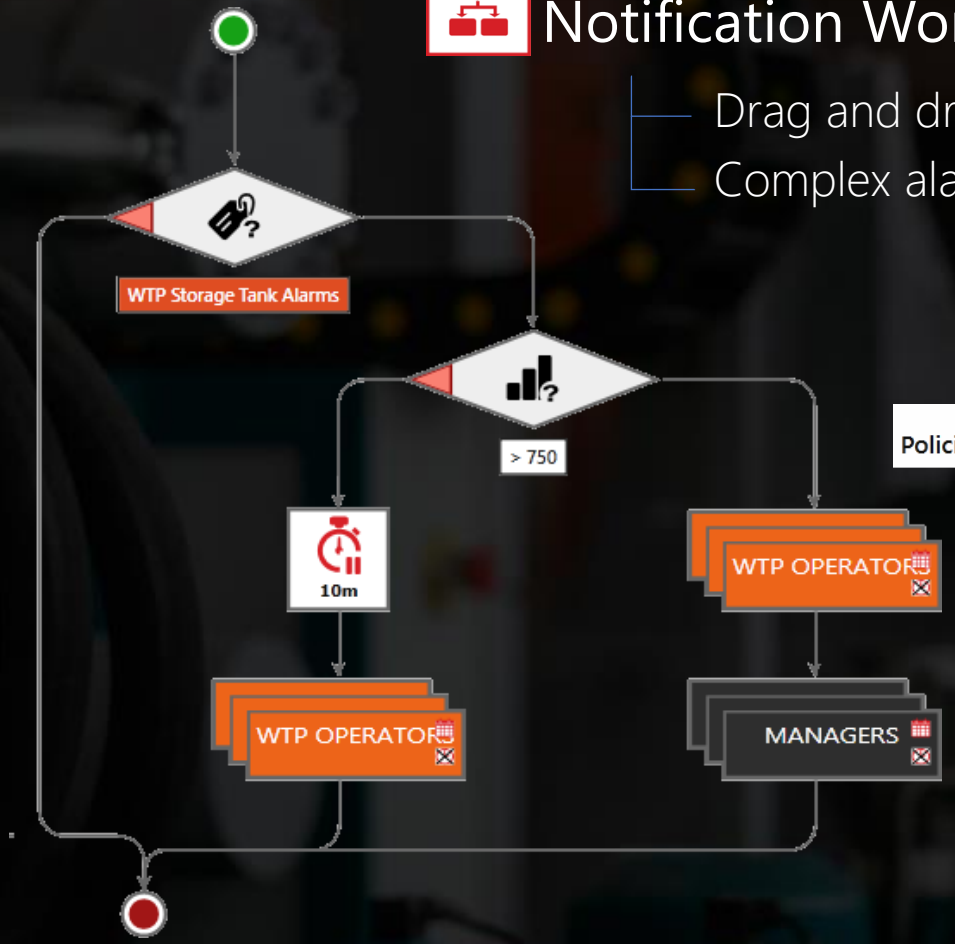
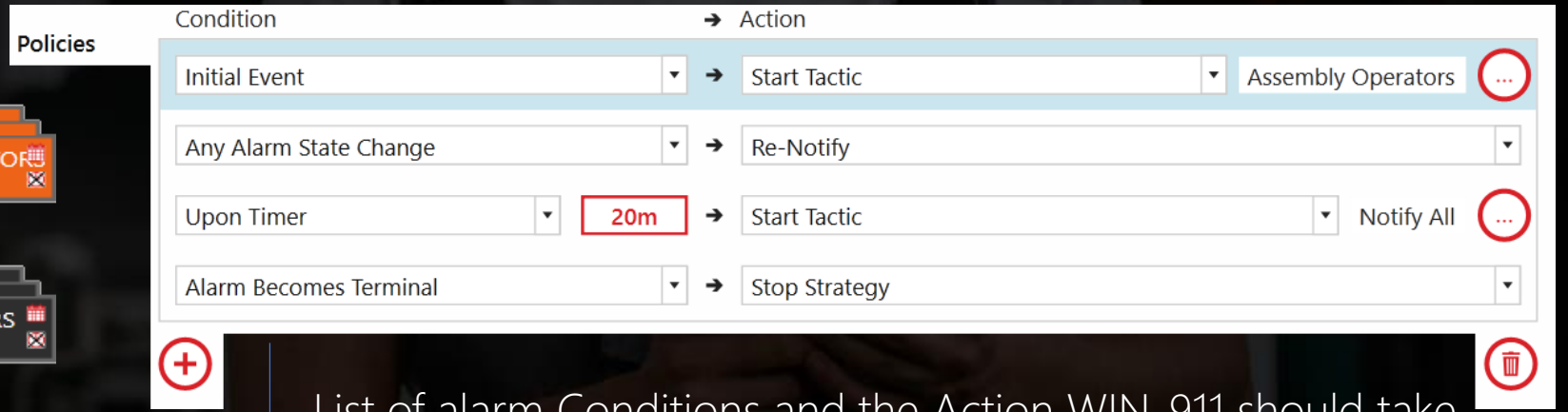
Advanced Callout Escalation

Notification Workflows

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



Event Triggers and Actions



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

WIN-911

U.S. Pat. No. 9,535,570

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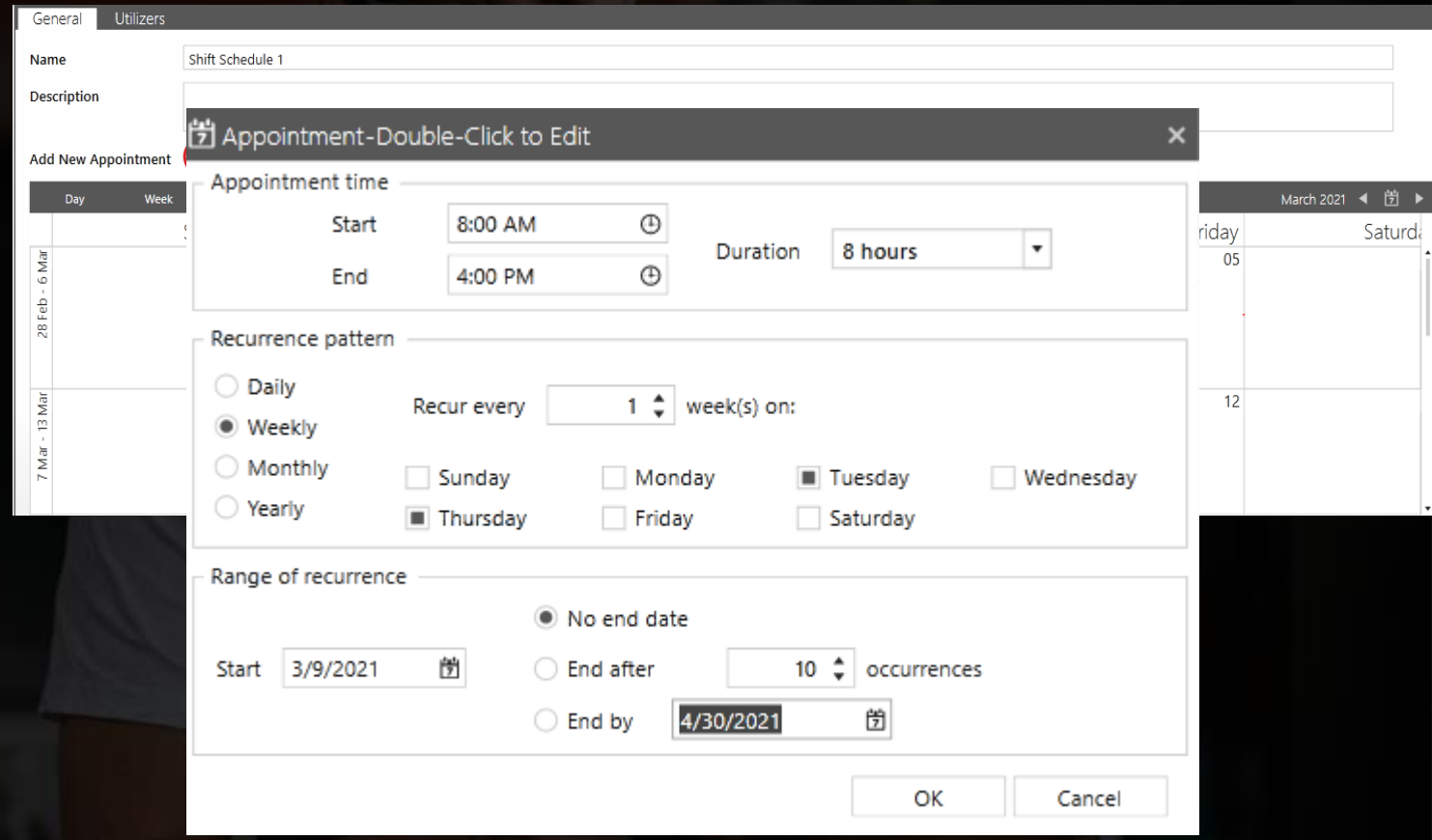
Schedules

Utilization

- Assign to a user's notification method
- Used for decision making in a notification group

Configuration

- Outlook/Google style calendar control
- Predefined schedules
- Create complex rolling schedules, shift schedules, holiday schedules



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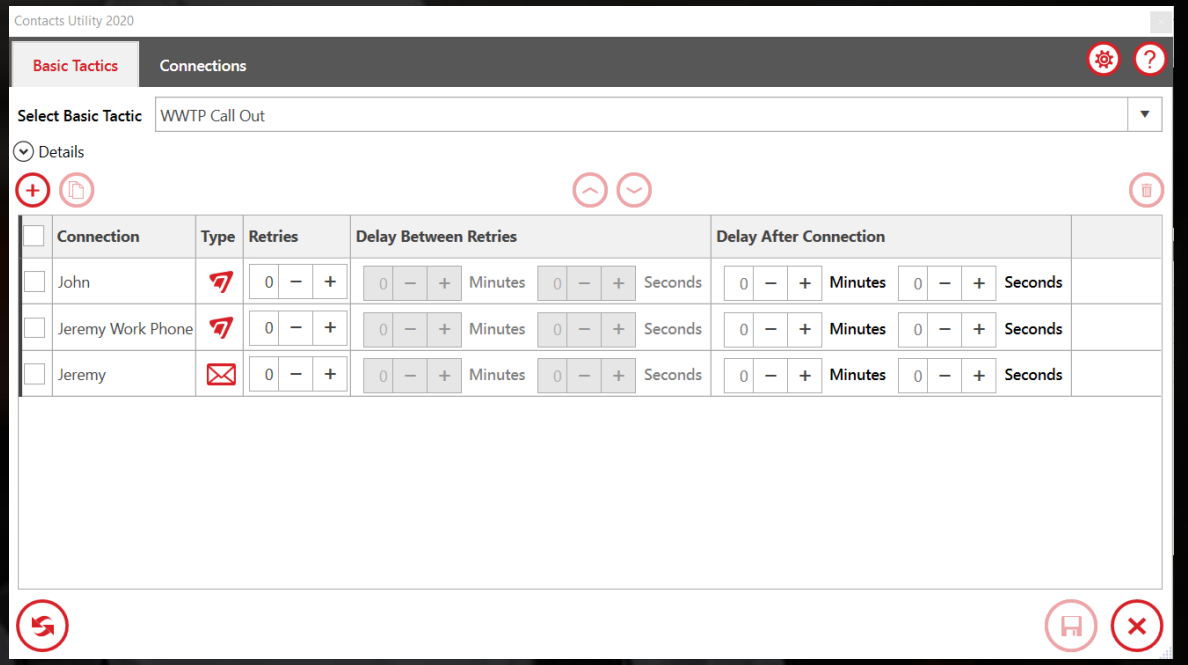
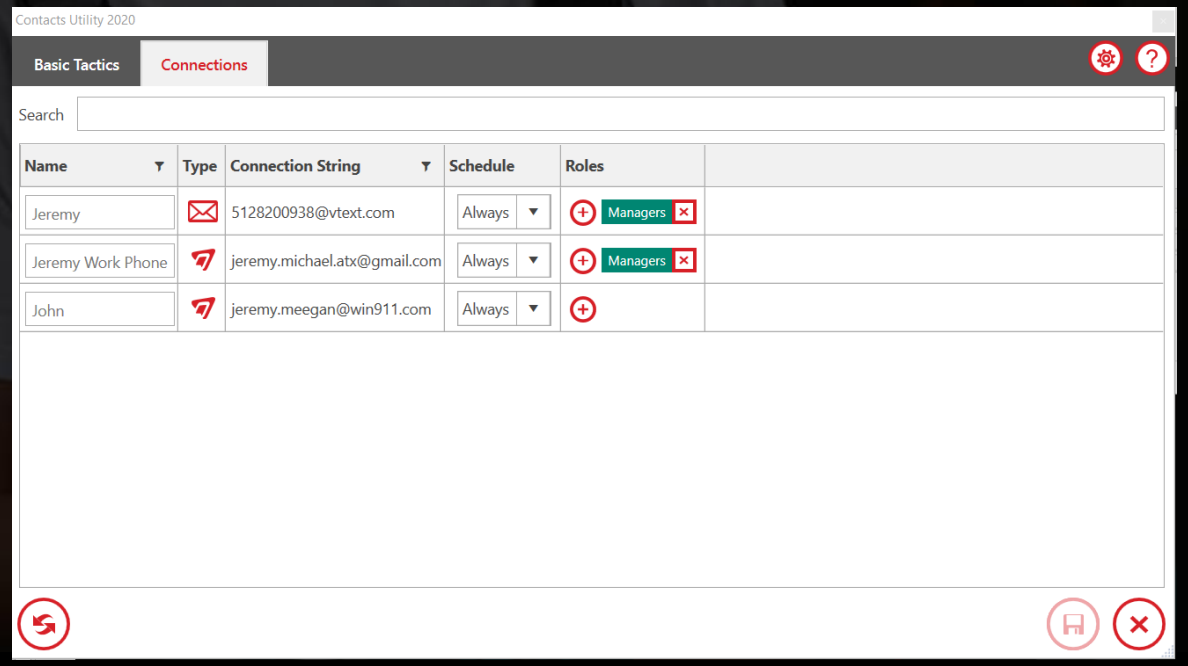
Contacts Utility

- Embed a button in HMI that launches the utility
- Change delays and call out order for basic call list
- Change the schedule assigned to WIN-911 contacts
- Runs on any PC with network access to system
- Modify Roles for use in Advanced Tactic





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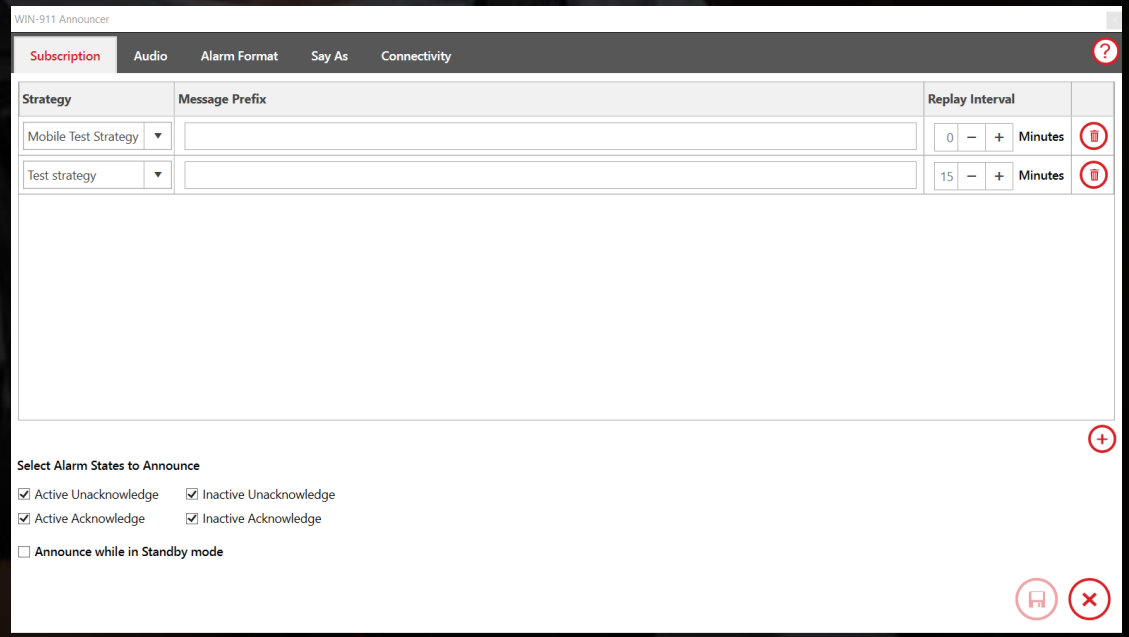
WIN-911 Announcer

- Desktop application (separate installation)
- Allows users to play audio locally from WIN-911 host machine, remote audio devices, PA system, or radio system
- Included with WIN-911 Standard/Interactive/Advanced – installs on any PC in the network



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Product Comparison

WIN-911 Standard

- SMS & Email only
- One-way Notifications

WIN-911 Interactive

- 10 Smartphone Apps, Voice
- Two-way Notifications

WIN-911 Advanced

- 25 Smartphone Apps
- More Advanced Escalation

	WIN-911 STANDARD	WIN-911 INTERACTIVE	WIN-911 ADVANCED
CORE CAPABILITIES			
Alarm/Filter Count	Unlimited	Unlimited	Unlimited
1 Year Customer Care Subscription	✓	✓	✓
Virtualization	✓	✓	✓
Localization	✓	✓	✓
ESCALATION			
Scheduling	✓	✓	✓
Basic Tactics & Strategies	✓	✓	✓
Advanced Tactics & Strategies			✓
Contacts Utility	✓	✓	✓
NOTIFICATION METHODS			
SMS (Cellular Modem)	✓	✓	✓
Email	✓	✓	✓
Announcer	✓	✓	✓
Voice (VoIP & Analog)		✓	✓
Smartphone Apps		10 Devices	25 Devices
Premium Voice *		✓	✓
REMOTE INTERACTIONS			
Remote Acknowledgements		✓	✓
Alarm Requests		✓	✓
Report Requests		✓	✓
Report Pushes			✓

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