

# U.C.ME-OPC Alarm Notification Software

## Presents:



1. SMS to Mike – a field engineer



2. No response from Mike, SMS to Randy – a field engineer



3. No response from Randy, SMS to Bill – plant floor manager



4. No response from Bill, SMS to John – department manager



5. John, acknowledges the alarm, the escalation procedure stops.



6. The alarm message is not being sent to Stuart, the factory manager.

**Customized Escalation Procedure via SMS**

[www.controlsee.com](http://www.controlsee.com)



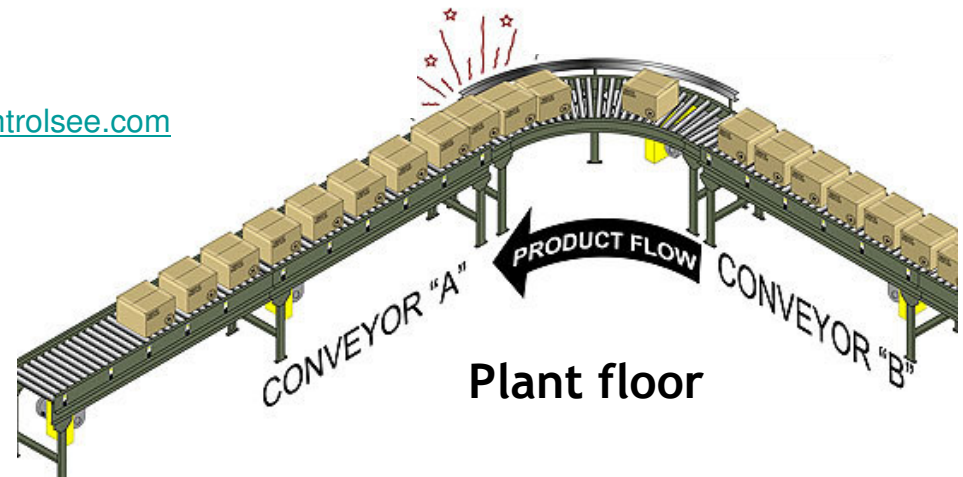
OPC



PLC



Alarm!



10:05:25

10:08:25

10:11:25

10:14:25

10:17:25

10:20:25

...



## Control-See Software Solutions

**WE PROTECT YOUR INVESTMENT**

**May 2006** - Control-See Software Solutions Ltd, a leading provider of Alarm Notification & Analysis software tools, introduces new functionality – Customized Escalation Procedure using SMS.

### **Customized Escalation Procedure**

In some cases, automation administrators chooses to notify alarm recipients in a pre-defined escalation procedure.

For example: Send the alarm to the technician, if the alarm is not acknowledged by the technician within 5 minutes, send the alarm to the maintenance manager, if the alarm is not acknowledged within additional 5 minutes, send the alarm to the plant manager.

Using **U.C.ME's** bidirectional SMS communication, recipients may acknowledge alarms using a simple SMS sent from their cell phones to **U.C.ME**. This acknowledgement may terminate the alarm notification escalation process.

#### **The benefits are:**

1. Upper management is involved just in cases where technicians did not respond.
2. Recipients receive fewer alarms and thus are more responsive and tolerant when they finally receive alarm messages.
3. Less notification may reduce communication costs (when payment is per number of messages sent to the recipients).

### **About Control See Software Solutions**

Control-See was founded in 1994. Its main business is alarm notification and analysis software. **U.C.ME-OPC™** is OPC client alarm notification and analysis software. It uses SMS, WAP, RSS, Phone, Fax, Email and Multimedia to notify users on alarm situations. **U.C.ME-OPC™** is an OPC client and DDE client software. It can connect to multiple OPC or DDE servers or any SCADA that supports OPC/DDE.

**U.C.ME-OPC™** supports bidirectional communication via SMS and Phone. Users may acknowledge alarms, query or change tag values via SMS or phone.

Solutions: Building management, Security systems, Industrial control, Water treatment, Healthcare and more.

**Download an evaluation copy  
of U.C.ME-OPC 6.0 at:**

[www.controlsee.com](http://www.controlsee.com)