

Alarm & Control software - Competitive Analysis

Product	U.C.ME	SCADAalarm	Win-911
Alarm snapshots containing root cause analysis, graphics and video delivered to cell phones, via email, web and RSS readers	Yes	No	No
Connectivity to OPC servers	Yes	No	Yes
Connectivity to Multiple OPC servers	Yes	No	No
Connectivity to DDE servers	Yes	Yes	Yes
Native Text Messaging(SMS) support using cellular modems	Yes	No(2)	No(2)
SCADA/OPC server shutdown - watchdog mechanism	Yes	Yes	Yes
Max. number of concurrent phone/fax calls	4	1	4
Text/Voice paging terminal for operators	Voice, SMS, Fax, Email	Pagers only	No
Alarm family support	Yes	Yes	No
Voice technology	Real recorded voice	Real recorded voice	Real recorded voice + Text-to-speech(English)
Telephony hardware	Intel\Dialogic 4 port telephony board (1)	Voice/Modem	Intel\Dialogic 4 port telephony board (1) and TAPI modems
Multi-Modem protocol	Yes	Yes	No
Special days handling	Yes	Yes	No
Weekly Shift management (3 shifts a day)	Yes	No	No
Alarm reports sent by fax & email	Yes	Yes	No
Control tags for better integration with SCADA systems	Yes	No	No
User's time intervals per day	3	?	?
User groups	Yes	Yes	Yes

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Additional info. And instructions attached to alarms	Yes	Voice only	No
Other software generating alarms via ASCII file interface	Yes	No	No
Incoming telephone calls for control commands and information retrieval	Yes	Yes	No
Bidirectional SMS for control commands, tag value queries and alarm acknowledge	Yes	No	No
Phone Support	Yes	Yes	Yes
Fax Support	Yes	Yes	Yes
Email support	Yes	Yes	Yes
Multimedia support	Yes	Yes	No
User authorizations	Yes	Yes	No
Redundant configuration on master and standby nodes	Yes	Yes	Yes
Working as Windows service	Yes	No	No
Import alarms from RSView®	Yes	No	No
Import alarms from InTouch®	Yes	Yes	Yes
Import alarms from Cimplicity®	Yes	No	No
Import alarms from Citect®	Yes	No	No
Import alarms from iFix®	No	No	Yes
Text messaging using analog modems and TAP protocol	Yes	No	No
Alarm timeout	Yes(per alarm)	No	Yes(Global one timeout for all alarms)
Alarm inhibit tag	Yes	No	No
21 CFR part 11 support	Yes	No	?
SMS Alarm Notification – User defined escalation procedure including timeout & stopping notification after acknowledge	Yes	No	No

(1) Dialogic/Intel telephony board uses 4 telephony channels and is designed to better handle various situations such as: no-answer, busy line, answering machine, telephony switch-boards, special dial tones etc...
It may handle 4 telephone calls (incoming and outgoing) at the same time.
Intel/Dialogic telephony boards are the industry standard and state-of-the-art product approved by many countries across the world.

(2) Email over SMS account should be established. This is a disadvantage since Internet connection is required in order to send SMS.