

[Micromedia's Alert Assists Air Liquide's SCADA System FabView](#)



WIN-911's partner product ALERT is a key element in the Supervisory Control and Data Acquisition (SCADA) system "FabView" from Air Liquide. Founded in 1902, Air Liquide is the second largest supplier of industrial gasses in the world. This SCADA alarm notification system is specifically designed to monitor, among other things, the distribution of gas in a semiconductor manufacturing plant located in Dresden Germany. Like most operations of its type, this facility can't afford much downtime in its distribution facility.

If ALERT detects a leak in a pipeline, the system evaluates how severe the leak is and transfers the data back to the central site or home office. Once the information is back in the main office, the SCADA alert system then transcribes the data into understandable messages to which employees can respond appropriately.

This is where WIN-911's partner product ALERT gets to shine. The ALERT system transcribes the data into voice-synthesized messages delivered via automated phone calls. During operational hours the automated phone calls are generated in the home office where employees are ready to respond as necessary. During off hours, ALERT sends out the messages via mobile phones carried by at least two employees.

The ALERT system will first call the primary on-call phone and then the back-up phone in serial order (instead of parallel to each other) so that the minimum number of people are disturbed by the alert. However, if neither of these mobile phone calls are answered, the ALERT system puts out two more calls, also in serial order, to emergency home numbers. If still no one answers, the process starts again until someone picks up. Whoever picks up the alert call will be required to enter a personalized id code. This code will disable the alert and communicate to the system that the alert has been acknowledged.

There are over 6,000 unique alerts that employees may have to respond to. With so many different variables that might go wrong, the ALERT system saves countless hours of investigation by allowing employees to know exactly what is wrong when they pick up the phone. The ultimate goal is that, if

something goes wrong in the distribution facility, someone with the ability to act is going to know about it quickly.

For more information, please contact WIN-911's partner Micromedia
at <http://www.micromedia-int.com/en/>.