

WIN-911

powered by **SmartSights**

THE GLOBAL LEADER IN DATA-DRIVEN ANALYTICS, REPORTS AND NOTIFICATIONS

EMPOWERING YOU WITH OPERATIONAL INTELLIGENCE TO ELEVATE PERFORMANCE

WIN-911 elevates your operations by providing clear insights for effective decision-making and action so you can confidently manage your critical infrastructure. This means problems get fixed faster, waste is reduced, maintenance and staff costs go down and efficiency is increased with data-driven actionable insights.



20,000+

Installations Worldwide

90%

Fortune 50 Manufacturers

MILLIONS

Of Alarms Delivered Daily

TOP FEATURES & BENEFITS



Direct Connections

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



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.



Future Proof Your System

With a Customer Care Subscription, you have access to complimentary upgrades and updates, which means your systems are always up-to-date.



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.



Live & Historical Views

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



Ensure System Resiliency

You can program multiple notification methods and leverage redundancy logic to provide greater system reliability



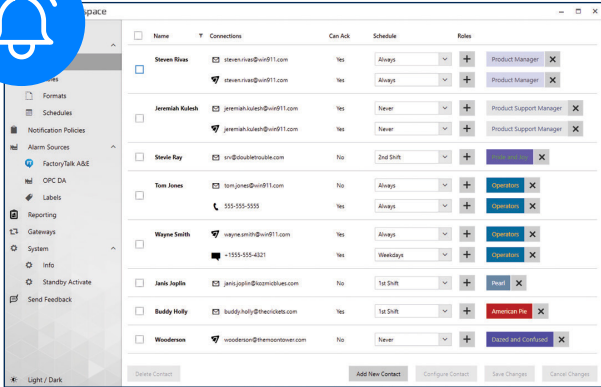
Real Time Data Insights

Tag value reports can be sent on demand or based on alarm conditions to deliver data-driven actionable insights.



Configurable Formats

Simple format editor makes creating custom formats a breeze.

Name	Connections	Can Ask	Schedule	Role
Steven Rivas	stevens.rivas@win911.com	Yes	Always	Product Manager
Jeremiah Kulesh	jeremiah.kulesh@win911.com	Yes	Never	Product Support Manager
Stevie Ray	srv@doubletrouble.com	No	2nd Shift	
Tom Jones	tom.jones@win911.com	No	Always	Operator
Wayne Smith	wayne.smith@win911.com	Yes	Always	Operator
Janis Joplin	janis.joplin@kozmicblues.com	No	1st Shift	Mail
Buddy Holly	buddy.holly@thecrickets.com	Yes	1st Shift	American Pie
Wooderson	wooderson@themooontower.com	No	Never	David and Goliath

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.

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

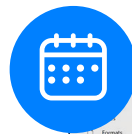
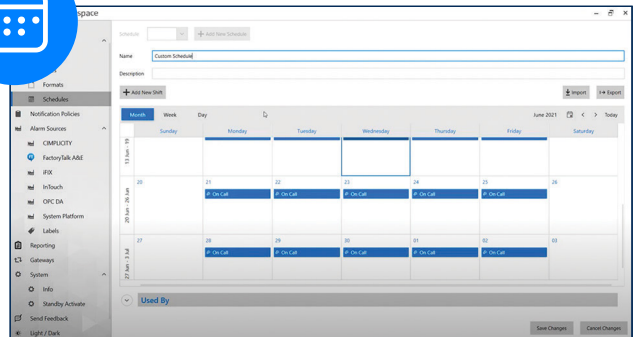
Contact	Type	Connection	Retries Upon Failure	Delay Between Retries (Minutes)
Buddy Holly	✉	buddy.holly@thecrickets.com	0	0
Janis Joplin	✉	janis.joplin@kozmicblues.com	0	0
Jeremiah Kulesh	✉	jeremiah.kulesh@win911.com	0	0
Jeremiah Kulesh	📧	jeremiah.kulesh@win911.com	0	0
Steven Rivas	✉	steven.rivas@win911.com	0	0
Steven Rivas	📧	steven.rivas@win911.com	0	0
Stevie Ray	✉	srv@doubletrouble.com	0	0
Wooderson	📧	wooderson@themooontower.com	0	0

Configure notification workflows in a snap

- 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

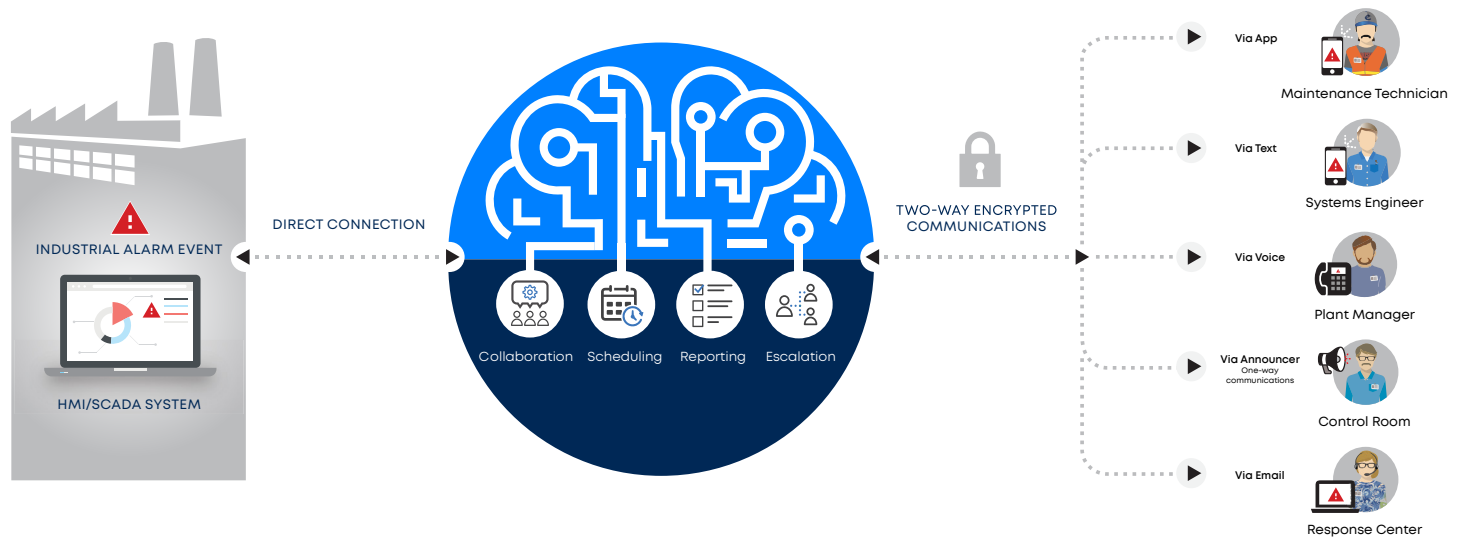
You can create rolling schedules for different staff using simple calendar-based controls. Leverage the robust Operator Workspace to quickly make changes to your call out settings from any HMI screen.

Month	Week	Day	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
June 2021	19	20		1st Call	2nd Call	3rd Call	4th Call	5th Call	
21	21	1st Call	2nd Call	3rd Call	4th Call	5th Call			
22	22								

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.

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

WHAT CUSTOMERS ARE SAYING

“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 alarm 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.”
—Al Olivares, IT Lead, Nestle, Tulare CA

SOLUTION COMPARISON CHART

Quickly compare key features included with each subscription level.

Subscription Level	Basic	Pro	Ultimate
Core Capabilities			
Alarm / Filter Count	Unlimited	Unlimited	Unlimited
1 Year Basic Customer Care Subscription	✓	✓	✓
Data Sources			
SCADA / OPC	✓	✓	✓
Remote Interactions			
Remote Interactions		✓	✓
Notification Methods			
SMS / Email / Announcer	✓	✓	✓
Voice (Analog or VoIP)		✓	✓
WIN-911 Mobile App		10 devices	25 devices
Premium Voice		✓	✓
Escalation			
Basic Notification Policies	✓	✓	✓
Advanced Notification Policies			✓
Report Pushes			✓
Subscription Features			
XLReporter Reports		✓	✓
Dashboards			✓
Failover Utility	✓	✓	✓