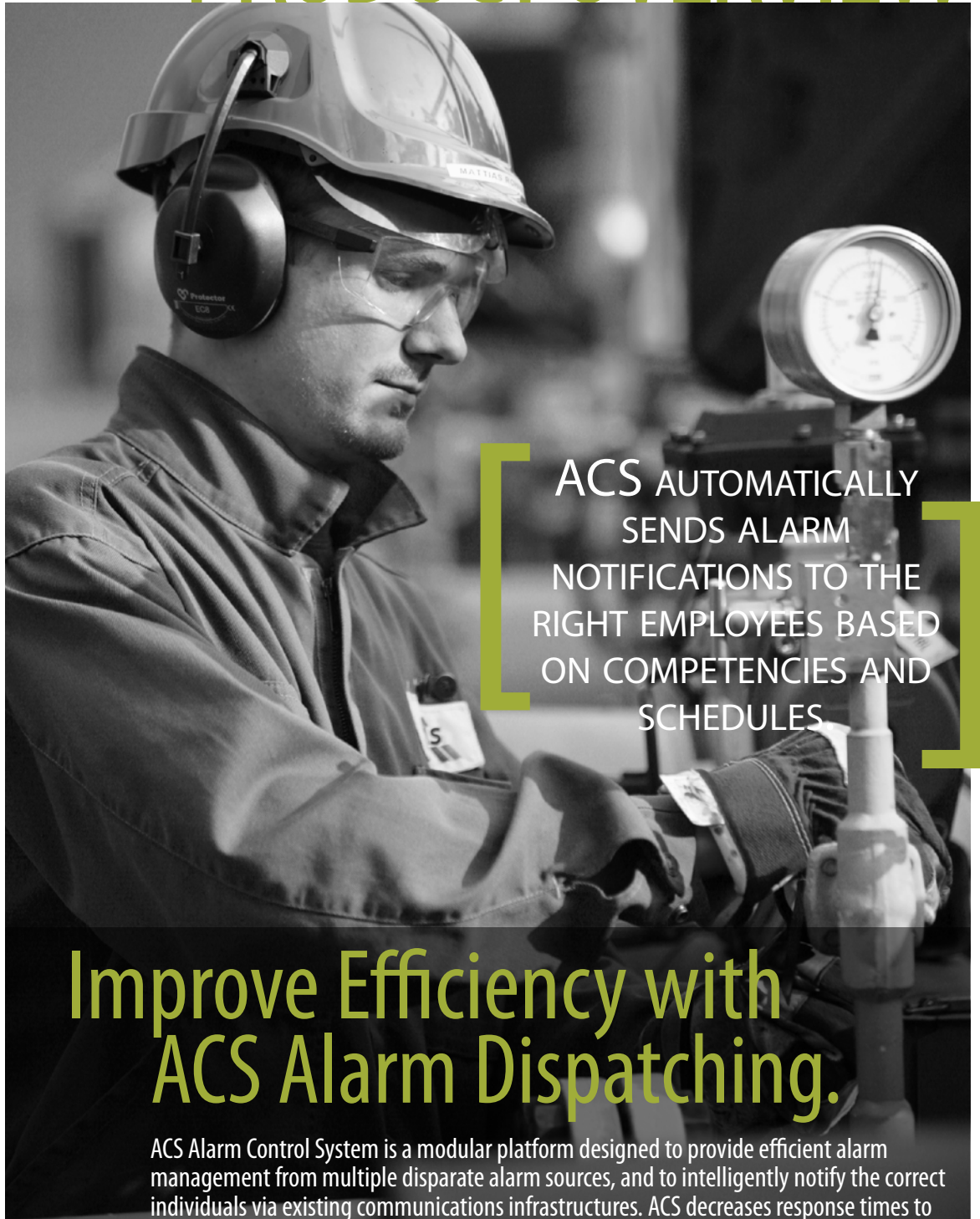# Alarm Control System

[ACS AUTOMATICALLY SENDS ALARM NOTIFICATIONS TO THE RIGHT EMPLOYEES BASED ON COMPETENCIES AND SCHEDULES.]

Improve Efficiency with ACS Alarm Dispatching.

ACS Alarm Control System is a modular platform designed to provide efficient alarm management from multiple disparate alarm sources, and to intelligently notify the correct individuals via existing communications infrastructures. ACS decreases response times to important alarms and emergency situations, increases workplace efficiency, and creates a safer workplace for employees. It does so by providing a guarantee that the necessary staff will be informed of triggered events by utilizing worker schedules and competencies, and by interfacing with multiple devices (i.e. two-way radios, mobile phones, e-mail). Learn more about ACS in this brochure.

ACS Plus

Teldio
Communicating Beyond Frequencies™

Benefits

Higher Workplace Efficiency

- ACS reduces response times to alarms and urgent events by consolidating disparate alarm sources and managing the notification process, leading to an increase in workplace efficiency. ROI is as low as six months for most installations.

Greater Employee Safety

- By eliminating the need for human dispatching of alarm notifications and ensuring that the message is delivered to the right individual, workers are better positioned to respond to critical situation.

- ACS also provides a reliable platform for Centralized Lone Worker, another application from the Teldio Application Suite, to automatically notify colleagues or response teams if workers become unresponsive.

Key Features

- The intelligent scheduler matches the scheduled worker competencies to those needed to respond to triggered alarms.

- The system prioritizes and queues alarms to optimize the use of available resources.

- ACS listens to alarms from multiple sources.

- ACS is always active, and provides automated coverage 24/7.

- Notifications can be simultaneously sent via:
  - MOTOTRBOs:
    Text Message & Audio Alert
  - Phones:
    SMS & Audio Alert
  - Email

Intelligent and automatic alarm notifications.

Redefining Automatic Alarm Management and Notification

Central to all business activities is a functional, operational and threat free environment. All workplaces are equipped with processes or systems that require the transmission of time-sensitive and often urgent information. Alarm Control System (ACS) is an intelligent alarm management and notification solution that provides organizations with the platform to automatically listen for alarm outputs from Building Management and Automated Process Systems. Instantaneously notify the right individuals of ongoing events based on worker schedules, competencies, location and communication media.

To increase workplace efficiency and provide greater employee safety, ACS redefines how alarm notifications are sent to employees. Communication is targeted to the right worker based on time of day, competency, user device and location.
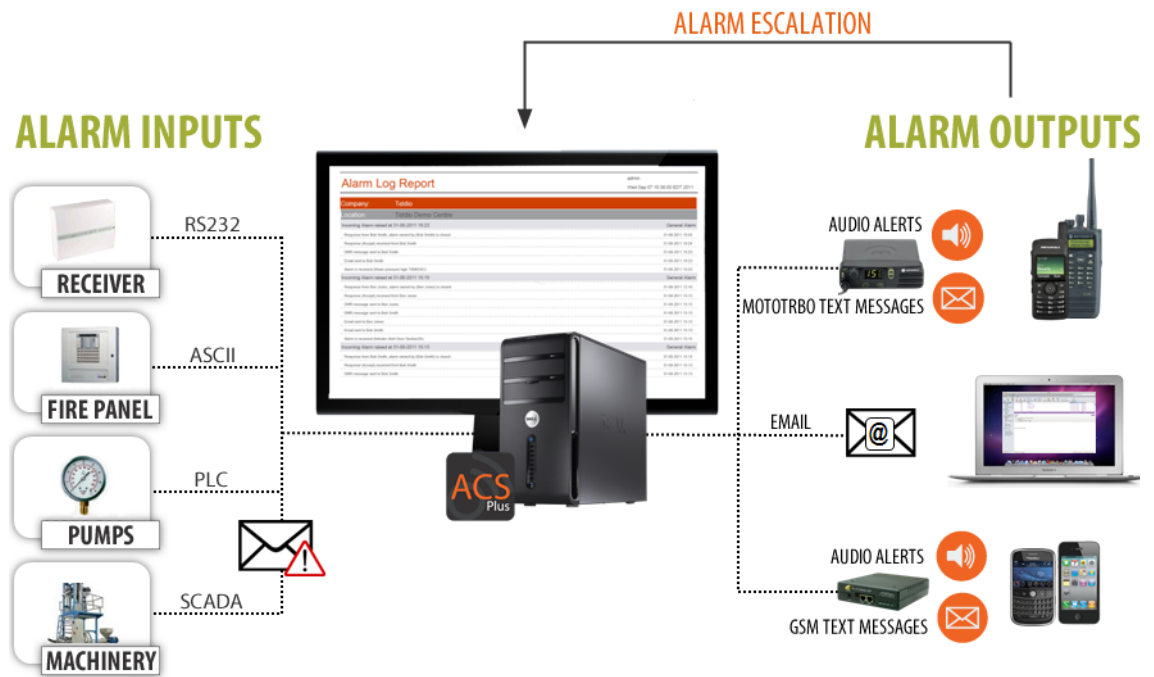
Multiple Alarm Listeners

ACS continuously listens to multiple alarm sources as it manages the information it needs to communicate to workers. The listeners translate the different alarm codes to messages ACS can redistribute. A multitude of listeners have been designed to interface with most alarm sources. ACS channels alarm sources in several ways to ensure it can integrate itself to almost all workplaces.

Targeted Alarm Notification

Alarms are given certain properties that are recognized by ACS. When an alarm is raised, the system automatically matches these properties to the response requirements. ACS then sends a prerecorded voice and/or text alarm message to the correct individual's mobile devices, based on their competencies and schedule. Alarm notifications can also be filtered based on worker location.

Escalation for Reliable Action

ACS is a closed-loop system, meaning that alarms will never go unnoticed. Backup workers are assigned so that if the primary employee does not receive or acknowledge the alarm message the alarm will be appropriately escalated to the next user until it is acknowledged and has been responded to.

Intuitive planning for alarm management and notification.

Rich and Actionable Information

To properly track the status of ongoing alarms, ACS categorizes them as either Delayed, Unassigned, Waiting or Accepted.

Additional information on the alarm is provided in the alarm interface, such as the alarm location, the competencies necessary to respond to the call, the person contacted to respond to the alarm and the message notification that was sent to their mobile device.

Browser-based ACS Interface

The ACS interface can be accessed from the Internet via any web browser. Users with the proper access can view the status of ongoing alarm notifications, modify worker competencies and schedules, and assign new responsibilities. In workplaces that have control centers, the dispatchers can use the interface to monitor alarms and worker responses. The ACS platform can perform all of its actions automatically, without any need for human intervention.

Logging and Reporting

Logs of all triggered alarms are created automatically at the simple press of a button. Managers and supervisors can consult reports outlining the type of alarm and the time it was raised, and review a time-stamped play-by-play of all occurred steps in the alarm resolution.

Scheduling to Plan Ahead

By entering worker profiles and their respective competencies, organizing the alarm response schedules becomes a quick and easy task. Weekly schedules can be repeated for greater ease of planning, and making amendments to existing schedules is very intuitive.

Start	End	Primary	Backup 1	Backup 2	Handover	
08:00	16:30	Christian Hansen	John McDonald	Peter Smith	Handover SDS	Cancel
12:00	20:30	Peter Smith	John McDonald	NONE	Handover SDS	Cancel

Schedules are entered for workers on a weekly basis. These can be saved and repeated to make planning ahead simple.

The primary worker is selected from a drop down menu.

Back-up workers are selected in the same way as the primary. This way, tracking the escalation of alarms is easy to follow.

Handing over a shift from one employee to another simply requires to change the worker, specify the communication media, and press hand over.

Case Study: Eurostar

eurostar

The Company.

EUROSTAR Engineering Center in Temple Mills (UK) is a very large facility, capable of housing a full EUROSTAR high-speed train. The facility is equipped with a sophisticated PROTEC fire alarm system that monitors over eighty five individual fire protection zones.

The Need.

Massive engineering operation covering 8 rail tracks for construction and maintenance of Eurostar trains. This highly dynamic and dangerous environment required a reliable alarm management and notification system for rapid response to critical events such as fire alarms and dispatch.

The Solution.

When a fire alarm is triggered, the PROTEC system outputs a report that is interpreted by the ACS. With its intelligent scheduler, the system matches the alarm details to the fire marshals and employees working in that particular zone. An alarm message is instantly dispatched to the MOTOTRBO radios of the fire marshals and employees enabling them to take immediate action. Response times are significantly reduced by eliminating the need for employees to refer to the fire panel to access the alarm information.