Automatic, Intelligent Dispatching of Alarms & Tasks

Teldio’s Alarm Control System (ACS) integrates into building management, machinery alarms & network systems to monitor for alarms (SCADA, PLC, RS-232 & more) around the clock. The software application receives and transmits alarms and work tickets to MOTOTRBO™ digital radios, smartphones & mobile devices. When an alarm is raised, ACS sends a notification to personnel based on an employee’s competency, location & schedule. The closed loop system pushes alarms to the next suitable person until it is acknowledged. By doing so, response times to alarms and emergency events are significantly reduced.
Automatic Alarm Management & Notification

How It Works
1. ACS listens for alarms from any source including PLC, fire, security & building management systems.
2. An alarm is triggered.
3. ACS filters the alarm by worker’s location, competency & schedule.
4. Alarm is sent to the best person or group. If not accepted, alarm is escalated until resolved.
5. Alarm report is generated for supervisor and administrators to review.

Alarm Inputs
- Fire Alarm Panel
- Production Machinery
- Panic Buttons
- Building Management System
- HVAC System
- Pump, Sensors, etc.
- Job Ticketing Software
- ACS Desktop Messenger
- Management Software
- PLC
- SCADA

Notification Types
- Smart Tickets
- Radio Text & Job Tickets
- Phone Call
- Pre-Recorded Audio Alerts
- Relay Events (Contact Closure)
- Email & SMS
- Smartphone App
- Windows Alert

Devices

24/7 Monitoring
ACS integrates into building management & network systems and is continuously monitoring for alarms around the clock.

Alarm Notifications
Alarm notices can be simultaneously sent via radio text, email, audio alerts, SMS & Windows PC Client.

Network Alive Check Module
If the network goes down, a SMS alert is sent. Ideal for mission critical activities. (additional software & hardware required)

Browser-Based Interface
The ACS interface can be accessed from any networked web browser. Users can monitor alarm notifications, modify worker competencies and schedules.

Rich-Reporting Features
Review a time-stamped run-down of all the steps taken when an alarm is activated. Track how long it takes an employee to respond to an alarm or work ticket, accept it, and close it – all from the interactive alarm overview.

Intelligent Scheduler
ACS pairs each alarm notification to the right individual based on competency, location and schedule. Employee profiles and their respective competencies & schedule are easily assigned.

Alarm Escalation
The closed loop system ensures alarms are acknowledged, resolved & closed. Should an individual decline or fail to respond to an alarm, ACS escalates the notification to the next available person.
Redefine Alarm Handling

Improve Workplace Efficiency
ACS consolidates alarm sources & manages the alarm notification process. By doing so, response times to alarms and work tickets are significantly reduced.

Enhance Employee Safety
ACS also ties into employee safety solutions (including Teldio’s Man Down and Lone Worker) and recognizes notifications from third party panic buttons, as well as panic notifications from MOTOTRBO radios & smartphones.

Rich Reporting & Enhanced Accountability
ACS’s rich reporting features allow administrators to track how long it takes employees to respond, accept & close alarms. ACS decreases liability by ensuring that alarms are escalated to the next appropriate person should the alarm go unanswered.

Notify the Right Person
ACS sends a pre-recorded voice and/or text alarm message to the correct individual’s devices, based on their competencies, schedule and location.

Common Uses
- Machinery malfunction notification forwarded to Engineering
- Panic button alarm from campus classroom sent to Security
- After-hours call button pushed to Customer Service Representative
- Manager is notified fire alarms via email

Case Study: HSBC Data Center

The Company
The 200,000 sq ft facility houses servers that process thousands of banking transactions each day from customers. Security is of paramount importance.

The Need
HSBC needed a 24-hour monitoring solution for its security, fire, technical maintenance and environmental emission alarms & the ability to alert the right person when alarms are activated.

The Solution
Teldio’s ACS was installed in the main control room where it is linked to the building management system. When an alarm is raised, ACS uses an intelligent scheduler to determine what competency is required for the specific alarm and what employee is on-duty, ensuring the person with the right skills is alerted. A text message is dispatched over the MOTOTRBO network to request an engineer to resolve the problem.
Teldio was founded in early 2008 with a primary focus on two-way radio applications for MOTOTRBO devices and is an Authorized Application Provider of MOTOTRBO. Teldio has evolved to be a systems integrator and applications developer delivering solutions targeted at improving operational efficiency, employee safety & cost reduction for our customers.

Feature Rich Apps
Teldio has the most feature rich applications available for MOTOTRBO™ radios. Do more than you ever imagined possible with your radios!

Easy to Install
Radio networks can be very complex, that’s why we strive to have the simplest installation process. Our apps are easier than ever to deploy.

Scalable Solutions
Once you deploy a Teldio application it’s a piece of cake to layer on additional user licenses or complimentary applications to the network.

Dedicated Support
We pride ourselves on our excellent North American customer service, and share the philosophy that with premium products must come premium support.

Get In Touch! 1.855.743.1333 390 March Rd, Kanata, ON K2K 0G7 teldio.com sales@teldio.com