

Ascom IoT & Technical Alarms

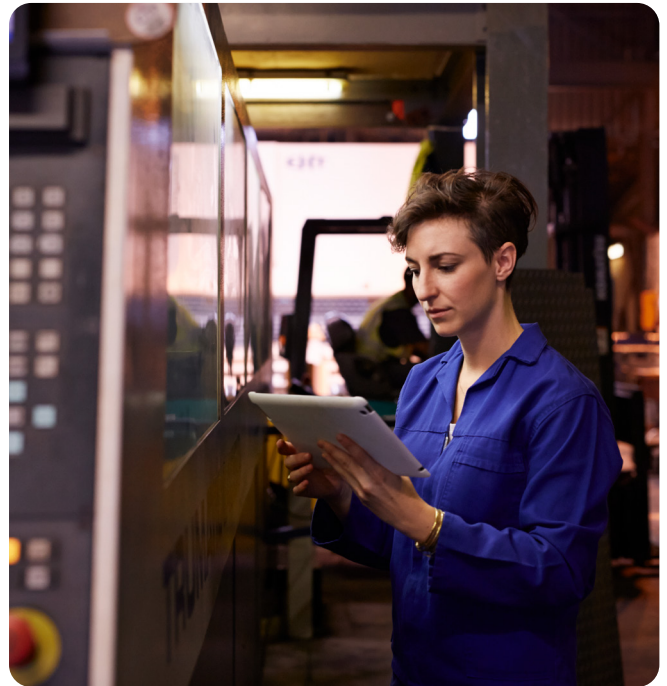
An Ascom cloud solution for alarm management



Manage all your technical alarms on a single platform

With a wide range of different systems and alarm sources acquired over time it can be difficult to integrate and manage technical alarms in the workplace. Not to mention, trying to make improvements and efficiency gains in the resulting processes. Ascom's IoT & Technical Alarms offers a reliable solution to integrate all your technical alarms into a single, intuitive and insightful alarm management platform.

Also, the Ascom cloud-based delivery and subscription model provides a flexible, scalable and easy-to-deploy solution to suit both your current and future needs.



Managing different systems and alarms is a challenge

Within most modern workplaces and facilities there can be a wide collection of different systems and associated sensors, IoT devices and technical alarms. Covering everything from infrastructure and security to safety and equipment monitoring, these necessary systems have often been added over years and even decades. As a result, there is often a challenging mix of both legacy and newer systems with their own ways of being configured and administrated, not to mention how the resulting alarms and events are managed.

Managing multiple independent systems and alarms without built-in interoperability can be challenging. Effectively leveraging the vast amount of data generated across these systems is key to optimizing performance, streamlining maintenance, and improving overall processes. Our integrated approach to alarm management enhances efficiency and control, providing the insights needed to make better decisions in complex environments.

Integrate systems, manage alarms and make improvements

Ascom's IoT & Technical Alarms integrates modern and legacy technical alarm systems into a single platform. It provides a unified interface for managing alarms while enabling data consolidation through these context-specific notifications, the platform prioritizes what qualifies as an alarm and filters out irrelevant signals—ensuring that users only receive the alerts that truly matter. Built-in event logging and analytics provide the insights needed to enhance operational efficiency and decision-making potential improvements.



IoT & Technical Alarms

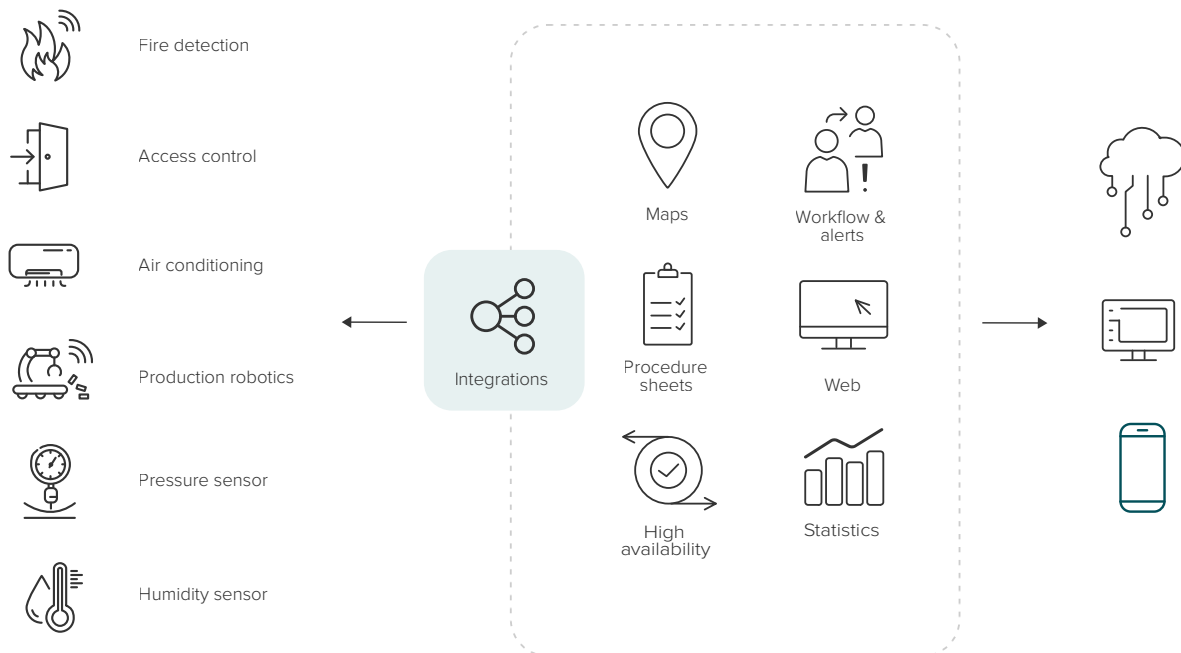
Create your ideal solution with the Ascom Cloud

With SaaS delivery and subscription options thanks to the Ascom Cloud, IoT & Technical Alarms is a more flexible, scalable and easy-to-deploy solution than traditional, on-premise installations. Simply choose the feature and value package that best suits your needs, confident in the knowledge that users and features are scalable as those needs change – and without any server infrastructure costs.

Key IoT & Technical Alarms features

- Comprehensive, vendor-agnostic integration platform that enables custom integration of multiple alarm sources simultaneously
- Protocol translation is enabled – especially important when integrating legacy systems
- Alarm notifications are delivered directly to end users on their mobile devices and management dashboards
- Enhanced event logging and data analytics to reveal actionable insights
- Alarms/events data from different systems can be combined to create more 'context-specific alarm notifications ensuring that users only receive the alerts that truly matter

Ascom driver library



Secure, reliable and fully supported

Ascom's flexible and scalable subscription services are based on our own proven software solutions. The security of the solution and customer data is paramount – and is fully supported through Ascom's implementation of its Information Security Management System according to ISO/IEC 27001 certification, with the cloud-relevant extensions ISO/IEC 27017, and ISO/IEC 27018. These certifications highlight readiness in handling critical information while providing cloud services. Ascom adheres to the relevant national and international frameworks concerning the protection of information (GDPR) as well as with local applicable regulation.

Take your alarm management to the next level

Ascom's IoT & Technical Alarms provides a centralized platform for managing and responding to technical alarms. Its cost-effective cloud-based deployment ensures flexibility, allowing the solution to scale and adapt to evolving operational needs.

- Integrate existing systems such as production equipment, facility management systems, sensors and IoT devices from varied vendors into a powerful unified alarm management platform
- Send the right alert or alarm to the right people at the right time
- Receive the right alarm at the right time to help you make the best decisions
- Review events and improve processes through desktop presentation of events details, including maps, historical event logs and analytics
- Choose from a set of pre-defined alarm distribution workflows, including escalation chains
- Have flexibility and scalability regarding sites, features and users
- Choose the ideal delivery and subscription options
- Reduce in-house hardware, software, and staffing costs
- Know that Ascom maintenance and support has you covered 24/7/365

Integration

Feature name	Description
Standard	Supported by international standard protocols: BacNet, Modbus TCP, OPC UA
Custom	Ascom library enables the following connectors: MQTT, ASCii, Unite, ESPA, HTTP, SIP, SMS, SMTP, TAP
Dry contact and serial-based interfaces	Bi-directional communication between legacy and modern systems can be secured via legacy adapters (serial-to-IP and contacts-to-IP)

Alarms

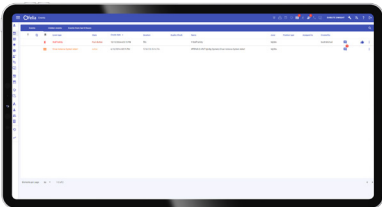
Feature name	Description
Multi-level alarms	An alarm may have up to five levels of severity, from very low to very high. The level of severity is defined based on the inputs received from the third party system. The level of severity can provide more context to a user receiving an alert and provide better situational awareness. It may also be used to distribute the alerts to different teams as the severity gets higher.
Contextual alarms	An alarm may not necessarily be triggered from a third party system single event but may be a combination of different events. Such events may come from the same third party system, but they can also come from separate systems. The Ascom solution will then combine these inputs to determine the alarms and their severity. Our solution can thus contextualize an alarm based on the inputs coming from any third party systems integrated with the Ascom solution.

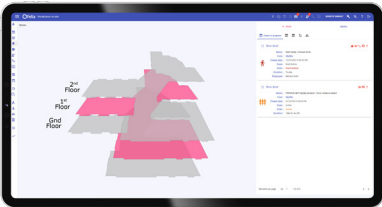
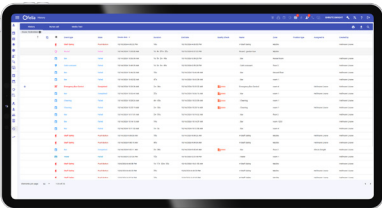
Alerts distribution

Feature name	Description
Send to All	The simplest alarm distribution flow is where alarm notifications are sent to all users at the same time. In the unlikely event that no one responds, or the alert is rejected by all recipients, the alarm can be set to automatically repeat up to 20 times. Once an alarm notification is received on a mobile device, there is a predefined duration when the user can accept or reject the notification. If accepted, the user is assigned to the alarm. Once the expected number of assigned users (usually one) is reached, unanswered notifications are removed from all devices.
Custom distribution	A customizable distribution flow, where an alarm notification is sent to predefined selection of users, e.g. colleagues in an alarm group (team), redirection chain, etc. Selection of recipients can be varied per alarm type, location, job role, etc. Redirection chains can be used until the expected number of assigned users is reached. Once an alarm notification is received on a mobile device, there is a predefined duration when the user can accept or reject the notification. If accepted, the user is assigned to the alarm. Once the expected number of assigned users (usually one) is reached, the escalation chain stops, and unanswered notifications are removed from all devices.
Send to closest	A dynamic distribution flow that depends on the location of the device that triggered the alarm. Alarm notification is sent to the user(s) closest/nearest to the location of the originating device e.g., on the same building or on the same floor. Such capability relies on locators, such as beacons (BLE and IR), and cannot be achieved with basic location, such as access points.

Dashboards

The Ascom Cloud dashboards are designed to provide a complete overview of all alarms and relevant events. Dashboards are typically accessed by logging into the web UI, via a preassigned URL (i.e., all you need is a browser, no applications to install, and works natively across multiple operating systems).

Feature name	Description
Standard Event List	This dashboard is event centric. 

Hybrid List and Map	This dashboard is composed of a left-hand side with the list of alarms, and a right-hand side with the map of the selected alarm. Clicking on a different alarm on the left-hand-side list updates the map accordingly. This dashboard is event centric.  <i>NOTE: For Advanced package, indoor location is enabled but indoor map is not, hence it would not show any map.</i>
Interactive Floor Map	This dashboard is composed of a left-hand side with an interactive map, and a right-hand side with the list of active events within the selected location and its 'children' location. It is possible to drill up/down through the maps to get from root map to accurate locations. This dashboard is location centric. 
Event Log	Any alarm event is automatically added to the Event Log once the event is cleared from the active events. Event Log enables events filtering and provides event details from the Web GUI. It also enables manual export of filtered event lists in CSV and PDF. 
Analytics	Analytics is to leverage data by enabling personalized dashboards with custom charts to empower managers with trends and insightful data. 

Scheduled report	Reporting and Analytics can be accessed by the Web GUI, as described above, and it can also be sent automatically by email with the required data as PDF and/or CSV attachments. Periodicity of automated export is customizable. <i>Automatic export of Reporting lists is available from the Advanced package.</i> <i>Automatic export of Analytics dashboards is available from the Premium package.</i>
Secured desktop application	The Web User Interface (UI) is handy for most of the end users. However, some users prefer a secured dashboard to avoid undesired closure of a Web client. Accidentally closing a web client can result in a delayed response, or even no response to a critical event at all. This desktop application: • Prevents a user from accidentally closing the Web UI • Places the app in foreground when a new alarm is triggered • Unmutes the PC to force the sound

Subscriptions

	Standard Basic plan for small teams or startups.	Advanced Advanced features for growing businesses.	Premium Full support and customization for large organizations.
Driver			
Integration (driver library)	●	●	●
Alarm types			
Multi-level alarms		●	●
Contextual alarms			●
Location			
Outdoor location with map	(Optional)	●	●
Indoor location	(Optional)	●	●
Indoor location with map			●
Alerts distribution			
Send to all	●	●	●
Custom distribution list		●	●
Distribution to closest colleague			●
Dashboards and reporting			
Active events	●	●	●
Historical event log	●	●	●
Scheduled report		●	●
Analytics dashboard			●
Secured desktop app			●

The package is also dependent on the number of users or alarms.

Feature-based packages and price models

Standard €	Advanced €€	Premium €€€
 – Integrates with 3rd-party alarm systems via Ascom driver library (custom integrations possible).	 – All Standard features, plus:	 – All Advanced features, plus:
 – Basic alert distribution (send to all users).	 – Customizable alert distribution with escalation chains.	 – Location-based alerts (indoor beacon support).
 – Dashboards show Active Events and Historical event log.	 – Supports multi-level alarms	 – Analytics for charts/trends.
	 – Scheduled report of Events log.	 – Contextual alarms by aggregating inputs from separate systems.
		 – Secure desktop app (prevents accidental closure, forces alert sounds).

ascom

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About Ascom

Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.