



Automated Alarm Management for Enhanced Operations



The Challenge: Alarm Fatigue & Missed Critical Alerts

In any organization, time-sensitive alarms and messages need to be relayed immediately and automatically from third-party systems to the appropriate individuals or groups.

Many organizations face the challenge of "alarm fatigue," where the constant barrage of alarms can desensitize staff, causing them to ignore even critical ones. This can lead to missed critical alerts, delayed response times, and potentially serious consequences.

HipLink's automated alarm management solution is a mobile notification system that integrates with all applications for enhanced alarm management.

HIPLINK'S INTELLIGENT ALARM MANAGEMENT

- **Filtered Notifications:** HipLink prioritizes important alerts, ensuring staff can focus on genuine emergencies. This reduces alarm fatigue, improves response times, and enhances decision-making.
- **Integration with Existing Systems:** HipLink can connect to various monitoring systems and interpret alarms against predetermined settings. It can monitor any data stream and accept multiple inputs from devices or controllers.
- **Customizable Filtering and Delivery:** User-defined filtering rules can evaluate, parse, and reformat the content of messages using regular expressions for delivery and custom reporting. Messages can be sent based on conditions defined in the filtering rules.
- **Flexible Message Routing:** HipLink offers flexibility in defining recipients of messages. Messages can be routed statically to select people or groups, dynamically, conditionally dynamic targeting a group or recipient based on the message, or through the ability to map codes received to individuals or groups.
- **Two-Way Communication:** HipLink facilitates two-way communication, allowing staff to receive alerts, clarifications, and enabling full two-way communication and commands.
- **Automated Workflows:** HipLink allows automating responses to certain alarms. For example, sending basic information to a technician while others get a high-priority notification.

KEY FEATURES

- Bi-directional communication between devices
- Configuration of an unlimited number of devices/controllers
- Simultaneous handling of all enabled devices
- Processing any type of input including ASCII
- Customizable output
- Unlimited escalation levels
- Customizable logging & report output
- Detailed tracking & reporting for management review

HOW IT WORKS

HipLink is a proven, reliable alarm management software that serves as a central point for alarm configuration, filtering, and management sending time-sensitive alarms immediately and automatically from a 3rd party system. Any data stream even an ASCII output, can be monitored with HipLink interpreting the incoming data against predetermined settings. The software then immediately generates and sends alerts and notifications to an individual or to any group with full escalation.

Centralized alarm administration and alarm management systems are critical and HipLink can accept multiple inputs from an unlimited number of applications. Using advanced filtering functions, rules can be defined to evaluate, parse and reformat the content of messages for delivery and custom reporting.

The user-defined filtering rules can map the incoming data to fixed format records that can be further processed. Messages can be sent out based on conditions that can be defined. This can reduce alarm floods and fatigue.

HipLink offers extensive grouping capabilities for delivery based on schedules, priority or even rotation of alerts so that the message goes to the right person and the right time. All wireless carriers and devices are supported including full two-way protocols for delivery confirmation making HipLink a powerful automated SMS notification system.

TYPES OF SYSTEMS

- Fire, HVAC, and Security Systems
- Building Management Systems
- Environmental Monitors
- IoT Devices
- Chillers & Boilers
- Generators
- Refrigeration Units
- Any Controller
 - PLC
 - DCS
 - SCADA
 - Standalone Alarm Controllers
 - Cloud-Based Alarm Controllers
- Machine or Assembly Lines
- Legacy Systems

BENEFITS

- Reduced alarm fatigue
- Improved response time
- Enhanced decision-making
- Reduced stress levels
- Streamlined workflow
- Increased productivity
- Reduction in operational costs
- Ability to meet agreed-upon SLAs
- Maintenance of regulatory and audit compliance

HipLink Software
(408) 399-6120
(800) 524-7503 Toll Free
HLsales@hiplink.com

www.hiplink.com