



DATA SHEET



Emergency Messaging System



Among different messaging options, Short Message Service (SMS) has become very popular. A key design feature is its relative simplicity. *X-FORCE's emergency alert feature is a great complement to the extensive emergency preparedness system (EMS) already in place*

Emergency messages in form of SMS and Voice call can be sent from a computer system using our emergency Messaging software. This could entail sending a single message to one phone number, several phone numbers, or to an entire community (Group).

Why is Emergency Messaging system important?

- ❖ EMS provides instant warnings and instructions to personnel during emergency situations to reduce confusion, injury and casualties in the plant.
- ❖ It also gives message to concern group or people for Trip or any other emergency messages
- ❖ It help to save human life
- ❖ It reduces productivity loss
- ❖ It provides both form of messaging i.e. text and Voice
- ❖ It provides Extensive Phone Directory and groups creation facility
- ❖ It has User-Friendly Interface very easy to operate.

CURRENT CHALLENGES

Messaging during emergency situation is a mission-critical task that can help ensure saving human life or productivity by avoiding abnormal situations. In a given day, an Operator may be under pressure to act quickly.

Normally control systems do not have such versatile software facility to address to all users in case of any emergency situation.

SSM INFOTECH'S X-FORCE EMS - THE IDEAL SOLUTION

X-force EMS offers a text and voice messaging system by which plant person can send emergency message to group of mobile or landline numbers. Also same message can be broadcast over PA system.

X-Force EMS is a complete text and voice message handling software package. It provides complete solution for emergency Messaging system.

HOW X-FORCE EMS WORKS

This section describes about X-Force EMS workflow.



X-Force EMS consist set of software and hardware required to run entire system. It is having software application running on PC hardware. In order to send text message GSM modem is used and voice modem is used to send voice message.

Sending SMS

Send SMS

Bharat OMAN Pvt. Ltd.

Send SMS

Single User Groups

Name : Bill Gates – CEO (Management) Contact : 9998823941 Add

- ✓ Bill Gate – CEO (Management) Contact : 9998823941
- ✓ Amitabh Bachchan – Actor (HR) Contact : 8888777665
- ✓ Sanjay Kathuria – Project coordinator (Mkt) Contact : 9998823976

Message :

Enter your Message here...

Send Close

10:30:00 SMS to Group "Level-1", - Minor fire at plant XYZ Status: All Message OK

X-Force EMS is having main screen to send sms to single users and group of users. Using **X-Force EMS** one can send sms to single user as well as group of users. Also various Message templates are readily available and using them one can send message in no time. New template may be also generated by operator.

Send SMS

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Send SMS

Single User Groups

Group : Level-2

Message Templates

- ❖ Minor Fire at location
- ❖ Major Fire
- ❖ Gas Leakage
- ❖ Immediately Contact to
- ❖ Accident at plant ..
- ❖ X Plant trips

- ❑ Bill Gate – CEO (Management) Contact : 9998823941
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Send Close

10:30:00 SMS to Group "Level-1", - Minor fire at plant XYZ Status: All Message OK

Contact, Group and GSM Modem Configuration

Send SMS

Bharat OMAN Pvt. Ltd.

Master Database - Contacts

Name						
Ashok Patel						
Bijal Joshi						
Desai Rajesh						
P V Deepak						
Patel Manoj Kumar						

NAME

DESIGNATION DEPARTMENT

Contact Numbers

MOBILE

IP PHONE

Land Line

Add New Save Close

10:30:00 SMS to Group "Level-1", - Minor fire at plant XYZ Status: All Message OK

X-Force EMS allows you to configure new contact and group. Also one can change GSM modem configuration (i.e. Baud rate, Parity, port etc.). This form allows the user to update the Location Configuration which was configured at the start of application. The admin user can also add new user and give it managerial or operator rights. Different systems present in the network can be synchronized after defining the partner systems present in the network. Templates can be added which can be either SMS/Voice templates

Emergency Voice And Data Communication

Bharat OMAN Refineries Limited

GSM Configuration

Comm Port Settings

Port No

Speed

Parity

DataBit

StopBit

Flow Control

Add New Save Cancel Close

Comm Port	Baud Rate	Parity	HandShaking
1	9600	N	0

BUAL-LAP Add New Device Configuration 17-Jul-2010 04:41 PM SSM Infotech Solutions Pvt. Ltd.

Sending Voice Message

Emergency Voice And Data Communication

Bharat OMAN Refineries Limited

Voice Call

Single User Group

Name : Bijal-MD(HR) Contact : 9998823965 + Add Clear

Phone Type : Mobile Set

Selected	ContactDetails	PhoneType	Mobile	IPPhone	AlternateNo	Landline
<input checked="" type="checkbox"/>	Bijal	Mobile	99988...			

Total SMS 1 Selected. Text To Speech WAV File

TSS Speed: -4

TSS Voice Types: Microsoft Mary

Text Message: Welcome

Send Close

SISPL-SOFT-PC5\SSDS Start Sending SMS... 22-Jul-2010 02:10 PM SSM Infotech Solutions Pvt. Ltd.

Facility has been provided to make a call to a particular person. Here if that particular person doesn't pick up the phone, the call will be automatically diverted to the alternate number. System will provide Text to voice conversation functionality for sending voice messages or provision for recording and playing voice messages.

SMS & Voice Message History

This functionality will allow you to see the list of people who have sent SMS or voice messages so far. You can also filter the data on date time i.e. if you want to see the list of people who have sent SMS in a particular month. There is also a facility to export data to excel file.

System Status

The screenshot shows the 'System Status' window. The title bar reads 'Send SMS' and the company name 'Bharat OMAN Pvt. Ltd.' is displayed. The sidebar contains three buttons: 'SMS', 'Voice', and 'History'. The main content area is split into two sections:

System Status

GSM Modem :	OK	Operator : AirTel (Strength = Good)
Voice Modem :	OK	Line status : Carrier Detected
System Status :	Locked	Login: Operator

Current Activities

<input checked="" type="checkbox"/>	10:30:00	SMS to Group "Level-1", - Minor fire at plant XYZ	Status: All Message OK
<input checked="" type="checkbox"/>	10:30:00	SMS to Group "Level-2", - Minor fire at plant pqy	Status: 4/5 Delivered
<input checked="" type="checkbox"/>	10:30:00	SMS to Group "Level-1", - Minor fire at plant XYZ	Status: All Message OK
<input checked="" type="checkbox"/>	10:30:00	SMS to Group "Level-1", - Minor fire at plant XYZ	Status: All Message OK
<input checked="" type="checkbox"/>	10:30:00	SMS to Group "Level-1", - Minor fire at plant XYZ	Status: All Message OK
<input checked="" type="checkbox"/>	10:30:00	SMS to Group "Level-1", - Minor fire at plant XYZ	Status: All Message OK
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<input checked="" type="checkbox"/>	10:30:00	SMS to Group "Level-1", - Minor fire at plant XYZ	Status: All Message OK

At the bottom of the window, a scrollable bar shows the most recent activity: 10:30:00 SMS to Group "Level-1", - Minor fire at plant XYZ Status: All Message OK

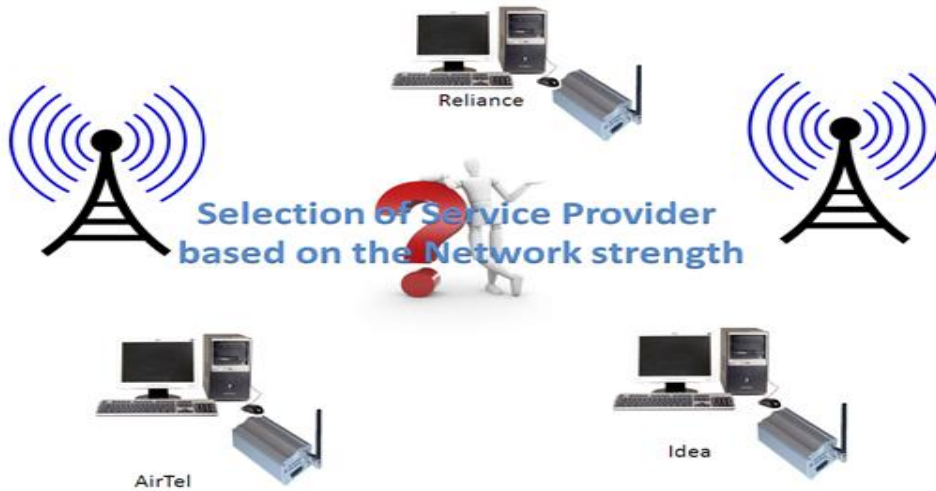
X-Force EMS is having system status window which indicates all recent messaging activities carried out from system. It also shows service provider signal status. And modem status.

Security

The screenshot shows the 'Login' window. It features a monitor icon with a 'Login' button. The form includes the following fields and controls:

- User Name :
- Password :
-
- Remember Me
- SSM Infotech Solutions Pvt. Ltd.

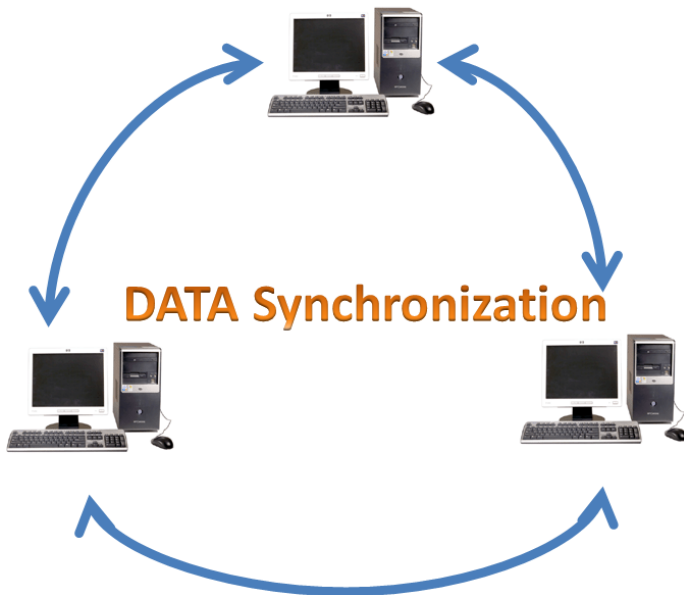
Selection of Service Provider:



Primarily **X-Force EMS** will send the SMS locally but in case there is any problem in the network of a particular service provider; system will check the other two systems for network strength and select the available one to broadcast the message.

Data Synchronization

We have provided data synchronization facility which will synchronize user data in all the three systems .It will take approx. 30 mins time and it can be scheduled weekly\monthly\yearly basis.



Load Balancing

We have provided load balancing facility in order to speed up messaging operation using multiple systems. Overall messaging load will be distributed among systems available and in operation.

Connectivity

X-Force EMS can be also connected using serial, parallel or network printer to capture alarms or events need to send over messaging system. It can be also configured to get data from TCP/IP, ODBC, OPC-DA or OPC-AE connectivity if required. X-Force EMS is capable of handling n number of Alarm/event Generator Device (DCS, PLC or SCADA) only limited by physical configuration of the server.

X-FORCE EMS HARDWARE AND SOFTWARE REQUIREMENT

This section describes X-Force EMS server hardware and software requirements.

❖ Server Software Requirement

- Windows XP SP2 / Windows
- Office Suite with Microsoft Word and Microsoft Excel for Report and data file viewing
- Mail Client for sending e-mail
- Office Outlook 97 or Lotus Notes version 4.0
- Anti-virus software as per client IT Policy and requirement

SYSTEM FEATURES

- **Maintain Phone Directory**
- **Pre—Defined Templates**
- **Send SMS to Single User/Group**
- **Voice Call to Single User/Group**
- **Load Balancing (In case Of Multiple Systems) Synchronization (In case Of Multiple Systems)**
- **Connectivity with DCS,PLC,SCADA**
- **Add on packages (Alarm Management System, Root cause analysis) available**

GET MORE FROM ONE WITH SSM INFOTECH

SSM InfoTech's **X-Force EMS** is a perfect solution for messaging under any emergency. It can be also connected with Control system to get real time alarm or event (trip). Importantly, X-Force EMS provides you the easiest way to fulfill all requirements of Emergency Messaging system with open architecture system irrespective of your main control system and that too without any modifications to it.

Summary:

This is a perfect solution for storage, visualization, Analysis and Optimization of Alarms / messages and reports. Also this is an easiest way to full fill all needs of Emergency Messaging system with open architecture system irrespective of your main control system and that to without any modifications to it.

IF YOU DO NOT FIND A FEATURE, WHICH YOU NEED, THEN TELL US, WE WILL IMPLEMENT IT

Ordering Information:

Basic System: EMS-Base : Sending text messages (SMS)

Voice Module: EMS-Voice : Sending voice module

Data Synchronization-EMS -Data Sync : Incase there are more than one system and synchronization is needed between them

Load Balancing: EMS-load : Incase of speedy operation requirement using multiple systems and load distribution.

Add ports: EMS-Port : Incase of standalone system and required to add more GSM and voice modems to speed operation or as backup facility

Optional S/W packages : AIMS Package

: Root cause Analysis Module

: SOE Package

: DCS Graphic Capture software

Additional Hardware : Serial port expansion cards, Dual channel VGA, GSM modem, dial-up modem, Converters RS232-Rs485, Serial to parallel, Serial to Ethernet, etc
Hardware lock in place of soft license bind (USB / Dongle)

Services : Server installation, Configuration services, Commissioning, Customization
Rationalization, Reinstallation, Upgrade, AMC, etc

FOR MORE INFORMATION

Ask our **SSM InfoTech Sales Representative** how **X-Force EMS** can improve your operation and reduce confusion, injury and casualties in the plant. Also you may reach to our team Leader for more details.

Ms. Bijal Desai

Team Leader-AMS & EMS

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