Alarm Management in the Industrial Sector

The Rolex company

Rolex SA, one of the best-known watchmakers in the world, has anchored a constant increase in quality into its company philosophy. This means, among other things, that operative malfunctions must be recognized early so that individual processes may be carried out smoothly, thus avoiding damage and loss of quality.

Initial Position

Rolex SA has consolidated several production facilities into one location in Biel. The process management system of Jakob AG and the Cerberus fire alarm system were successfully deployed at the previous locations, but the new production facilities needed a system with which to reach targeted individuals as quickly as possible. Under the old system, the alarm messages were sent centrally to the reception desk, which was very demanding on personnel and time resources. In addition, the existing infrastructure was not able to contact individuals busy on the phone.

Solution

Based on a reorganized alarm organisation, **AudioText Telecom AG (ATT AG)** exponentially raised the availability level of the security personnel at Rolex with its **AMX** Alarm Management Server.

• By using the „text on display" functionality the responsible person is notified immediately about the event while the details are stored in the DECT handset at the same time.

Conceptually, this is a fully redundant solution that is linked to the external protocol interfaces (hot/standby). All operative processes of the existing building control system are clearly displayed on the alarm server via protocol interface. Depending on the event, the type of message (internal/external) and the message priority the notification text is composed or extracted from the protocol. This allows Rolex SA to make its changes as usual on its trusted terminals.

The intuitive and clear assignment of the events (fire, security and technical alarms, etc.) to their corresponding intervention organizations are also all highly valued.

Since the system was put into operation, Rolex has individually and successfully activated 9,000 alarm points. The "default notification feature" is a practical tool that gathers together all non-registered events and forwards them to the right office. The Unknown Event log list is then used by Rolex employees to make the appropriate changes.

The **AMX** Alarm Management Server is a high-level investment protection tool, enabling Rolex to realize its future undertakings simply and inexpensively.