# HOOC Alert

**Suppose your system gave an alarm — and nobody came.**

# DON'T WORRY, BUY HOOC-LY.

**Because the only thing we make fun about, is ourselves. Our technology instead, we take very seriously. Therefore, our team of engineers and computer scientists has invested plenty of time in creating HOOC Alert – the smart way of sending alarms in case of a system failure.**

Honestly, have you never thought about how great it would be if your plant park could just tell you, where it picks and pinches instead of you spending hours trying to find the cause of defect? If so, you might be happy to hear that thanks to HOOC Alert, your infrastructure is now able to communicate with you. So every time there is a small or larger deviation from the setpoints, you or the person in charge will be either informed, warned or alerted. According to your wishes, this can happen via text message, e-mail, push notification or voice mail. Sounds easy? It is; as much as if it has always existed.

## WHAT'S IN FOR YOU

HOOC Alert offers you …
- Secure monitoring and checking of accesses, connections and infrastructure
- Clear traceability of faults and alerts
- Simplified planning of operations, vacation replacements and shift substitutions
- Customized alerting rules, time intervals, labels, escalation levels, localization and many more

## DID YOU KNOW?

… that HOOC Alert also has some specific calendar functions so that you can plan properly which alarm should be sent to whom, when and how?

… that all your infrastructure can send alerts and alarm messages, even multi-site systems (see HOOC CrossLink) and installations without supported interfaces (see HOOC LoRa)?

… that you have the possibility to store your data for up to two years?

… that our services are tested and certified by nationally recognized institutions?

## A THING OF THE PAST

No more …
- System failures that are not repaired in time
- Malfunctions that remain undetected
- Alarms that are not acknowledged or escalated
- Technical staff who does not feel responsible to take action
- Processes which are not traceable
- Costs that would not be necessary

## A MUST HAVE

HOOC Alert is a real game changer for …
- Communities and administrations
- Technical and facility management services
- Industrial maintenance and building automation

Let's get down to the nitty-gritty of …

# THE TECHNOLOGY BEHIND HOOC ALERT

## INTERFACES

- Interfaces to Modbus TCP/IP (e.g. Wago, Saia, Beckhoff, Siemens Logo!8/S7)
- Interfaces to KNX
- Interfaces to HOOC LoRaWAN sensors

## ALERTING RULES

- Alerting rules can be parametrized
- Alarms can be set according to the deviation from setpoints, median or mean values
- Alerting rules can be composed (e.g. «If temperature is less than x AND heating is operating, than sending of an alert»)
- Individual alarm settings and message transmission can be checked in advance
- Alarms can be classified into different categories (e.g. information, warning and alarm)
- Alerts can be easily identified thanks to different labels (e.g. alert heating / alert ventilation)

## ALARM LOG

- Log entries for faults, alarms, escalations, acknowledgements, etc.

## ALARM MANAGEMENT

- Alert categories, labels and escalation levels can be parametrized
- Measured values can automatically be inserted into alarm messages
- Escalation rules and message intervals can be individually parametrized
- Alarm messages will be sent repeatedly until they are acknowledged

## NOTIFICATION CENTER

- Alarm notifications can be sent by text message, e-mail, push notification or voice mail
- Alarms can automatically be sent to the employees on duty (thanks to an annual calendar representation showing e.g. work- and holidays, vacations, shift schedules)
- General and specific calendar functions facilitate the planning of vacation replacement and shift substitutions

## SMART USER MANAGEMENT

- Possibility to manage different types of users
- Possibility to classify alarm recipients into different receiver groups (team plant A / team plant B, etc.)
- Possibility to assign alerting rules according to users and receiver groups
- Possibility to assign alarm recipients according to their shift

## LANGUAGE

- Users can adapt the language for the alarm messages
- Users can also choose the language for the user interface of the HOOC ClientApp

## HOOC COLLABAPP

- Alarm messages can be sent via push notification
- Messages can be sent on a unilateral way (no response possible)
- Messages can also be sent via chat (send and reply)

## HOOC CLIENTAPP

- Any kind of received information, warning and alarm as well as its current status is presented in a general overview
- Alerting rules, alarms as well as notifications can be paused

## NOTIFICATION CHANNEL

- Alarm messages can be sent via e-mail, text message, voice mail or push notifications
- Alarm messages can be sent according to predefined rules (In case of a system failure, you can e.g. send a voice call to the night shift, a text message to the facility manager and an e-mail to the external service providers, etc.)

# Let's get down to the nitty-gritty of ...

# THE HOOC ALERT MECHANISM

**Smart Alarm** (from left to right): We have all seen it: The heating goes off, the PLC fails, a pump is defective and the elevator gets stuck ... and then it takes hours till somebody feels responsible or even notices it. Thanks to HOOC Alert, its highly performing gateways, secure VPN connection and modern Cloud Service, this kind of annoyance is now a thing of the past. Because with HOOC Alert it is only a matter of seconds, that the technical service on duty will be alerted via e-mail, push notification, voice or text message.

When the person in charge does not acknowledge the alarm, it will be immediately escalated to the next higher level. If necessary, additional alarm recipients, like for example the tenant or the CTO, can also be assigned.

All this does not happen randomly, but according to previously defined alerting rules, alarm categories, labels and escalation levels. And thanks to its specific calendar functions, the alarm message can be sent according to the shift plan and in the language of the alarm recipient. Last but not least, HOOC Alert allows to customize the branding. Hence, it is not only for its individual settings, but also for its personalizable design the perfect smart alarm solution for really every company.



VENTILATION

HEATING

PLC

PUMP

ELEVATOR

CONNECT H

LANGUAGES

RULES

CATEGORIES

ESCALATION LEVELS

LABEL

ALARM

CALENDAR

HOOC CLOUD

COLLAB

E-MAIL

CALL

PUSH MESSAGE

SMS MESSAGE

TENANT

TECHNICAL STAFF

ADMINISTRATION

## MORE INFOS

**For end customers:**   Contact one of our distributors
*https://www.hooc.ch/en-us/about-us/partners*

**For distributors:**   Register under
*https://disti-en.promo.hooc.ch*

Please find our latest videos, security features and product developments on our social media channels (in) (f) (⊙) (▶)

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