

## CMA members solutions: keep it easy!

Our customers are looking for reliable, redundant, trustable solutions for alerting. This is our goal, our duty. But not only. Making their work easier is also part of our tasks. Why that? Because, when using a critical communication tool, a user is de facto in a stress situation because he has to manage, to solve a problem. When you provide users in such conditions with tools, solutions, hardware, that make their work easier, they value it. Because it allows them to focus on their own main duty, that can be managing interventions for life rescue, dealing with chemical leaks, fighting a starting fire. In such conditions you need to forget about the tools to focus about the task.

Using services, hardware and devices as the CMA members match that requirement. You press a button, digital or real and the alert is managed, the user can go back to his main activity, manage the solving of his problem. This is about being an easy to use technology, serving the customers.

Examples of that can be seen through multichannel and integration.

Multichannel is demonstrated through the CMA members work. Hybrid approaches mix various communication technologies to keep the advantages of each of them while getting economic advantages. Alerting solution using multiple technologies (POCSAG, LTE, Tetra, IOT...) allows the customer to benefit from their redundancy and, through repetitions, and escalate to be sure that the relevant persons are alerted and are able to intervene.

Integration is about going one step further with the implementation of a gateway at the customer's place to have alerts automatically launched further to alarms.

The solution can also be directly connected to the industrial interface with the collection of alarms that are then pushed to the on duty technician. Several options can be implemented, from simple alerting vi forwarding of the alarm "as it is" to much more complex ones with the implementation of alerting scenarios

Use case in southwest of France: alerting on a chemical plant

A customer of e\*Message is processing chemical materials. Those materials are stored in containers, tanks and other similar places, all equipped with various sensors. Those sensors are connected to a control room where a technician checks them and alert the on-duty team if needed. This type of scheme is OK as long as the structure is big enough to host such a control center. In this case, the customer had set up a computer with a specific software managing the alarms and sending messages to the on-duty team via provider services (paging).

Problems met by the customer: alert relying on a single computer that has to be on 24/7, hard to program and that can be done on the computer only, need for a connection through the information system.

Solution implemented by our CMA member.

A connection box gathering the alarm, either on dry contact or analog, converting them into a single message sent to the multichannel alerting solution developed by e\*Message, e\*Alert. Advantages for the customer: industrial box set up instead of a computer, no need to access it for the configuration: set up and forget type.

Easy to use and to configure solution, in SAAS mode, allowing him to remotely change the alerting scenario without e\*Message.

Direct connection from the sensors to the technician through the solution, allowing 24/7 intervention. Sole need for the customer: to have defined who should intervene under which conditions.

Conclusion: low complexity, reliable alerting, easy to use.

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