



Alerts & Notifications

Product

Epicor® Mattec MES

Benefits

- ▶ Accelerate issue response and resolution
- ▶ Minimize downtime with faster response
- ▶ Capture accurate data for process planning
- ▶ Feed operations improvement with accurate time logs and reasons

Features

- ▶ Real-time alerting mechanism
- ▶ Rules-based routing
- ▶ Built-in escalation process
- ▶ Automatic alerts for downtime, machine cycle speeds, process conditions, exceptions
- ▶ Easy-access to “call for help”

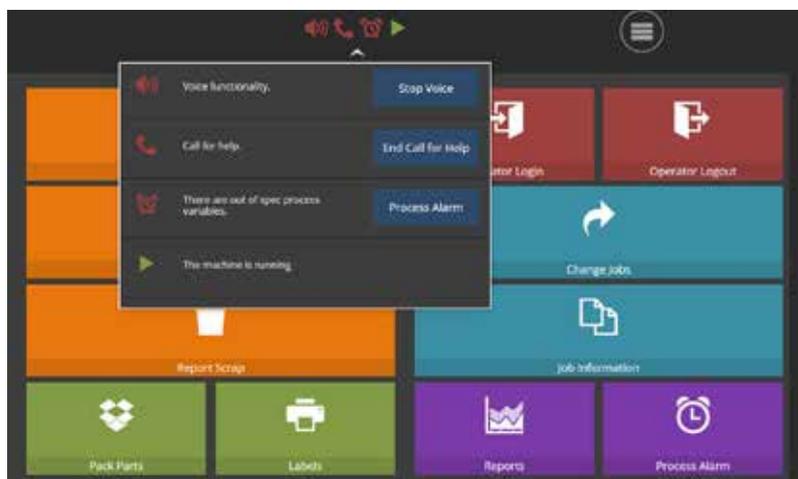
Know what Mattec MES knows—in a flash

Alerts & Notifications automates shop floor communications with automatic messaging and escalation, so supervisors, managers, maintenance crews, and engineers can respond to conditions in the plant immediately. When process conditions need attention, when production stops, or when operators need help, Mattec MES instantly notifies the right people. We dispatch a signal or message that can be seen by just one, a few, or all people involved.

Automatic communication routing that fits you, the production process and your plant

Text messages, loudspeaker announcements, e-mail, flashing lights, and audible sounds are just a few of the ways we can alert people throughout the facility that something or someone needs help. Help call buttons, production status, and process exceptions can all trigger the automatic messaging system, based on rules you specify within the Mattec MES system. When someone responds to an alert, there's a quick and easy way for them to log their arrival and actions, so there's no paperwork to shuffle.

Your Mattec MES system has the capacity to route and escalate each alert and notification based on what's happening at any given moment. Does the operator need more material or is there an unexpected breakdown?. The request for help screen can include choices for maintenance, material, moving finished product, and even free-form text for notes. You can even provide for levels of urgency, based on operator selection or pre-defined rules. Each time an operator or technician issues a call for help, you can relax with the knowledge that Mattec MES will carry out the communication and escalation process you prescribed.



A smart approach to escalate communications

Priorities shift, and people may not be able to respond immediately to an alert. Mattec MES keeps tabs on all active alerts, and automatically escalates messaging according to the plan you configure. You can even start with a text message or e-mail, and reinforce with a shop floor audible a few minutes later.

Alerts don't stop until your Mattec MES system has exhausted all messaging rules, or someone logs a response to the call, status, or condition. If you configure the system to alert indefinitely until it receives a response entry, then Alerts & Notifications becomes a catalyst for timely response to issues.

Turn everyday headaches into improvement opportunities

All the data from help calls, issue alerts, and responses goes directly into the Mattec MES database—time and date stamps, type of alert, reasons, process values, and more. When it's time to do some process planning or serious analysis, you have all the information you need to determine what's working and what's not. You'll be able to spot and explore trends, make best practices repeatable, and define new operational strategies.

About Epicor

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