ecENACT™
Process Automation

Enhancing Communication in Automated Systems

Automation plays a vital role in nearly every facet of modern industry, making operations more efficient and cost effective. Enhancing communication and information flow is essential to achieving high throughput and increasing ROI in automation networks. However, most networks rely on out-of-date point-to-point communication systems

ecENACT is an Enhanced Communication solution that seamlessly interfaces with any automated machine or device, programmable logic controller (PLC), application or business process management system (BPM). Unlike communication in conventional automation networks, ecENACT enables alerts and messages to be generated by any device or system in the network and to be delivered immediately to any individual, group or application. ecENACT can be configured to escalate notifications through alternate communications modes and recipients until receipt and action are acknowledged.

ecENACT speeds the flow of information

ecENACT is built on ECDS's powerful Enterprise Notification Platform. ecENACT is layered with Enhanced Communication capabilities and a standards-based message bus that connects to any device, system, application or business process and delivers messages through any communication mode (SMS text, email, voice, fax, etc.) to any computer, phone or device. ecENACT can be installed locally or as a service integrated within an application or as part of a Service Oriented Architecture (SOA).
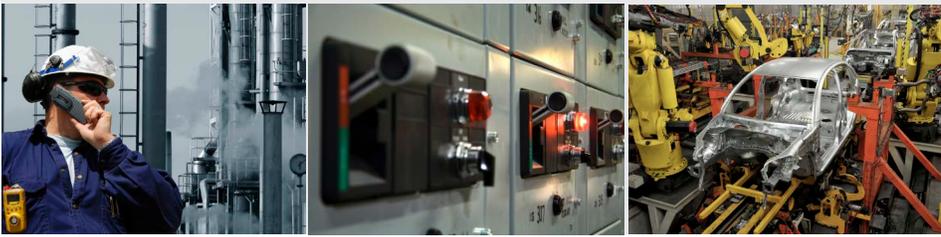
Speed information flow. ecENACT enables immediate, interactive communication from devices and controllers to any individual, group or system. By making information flow seamlessly in automation networks, production throughput is maximized. In addition, ecENACT can integrate data from multiple feeds, for example HVAC, telecom, power and programmable logic controllers (PLC), to provide comprehensive information to all personnel and systems.

Increase operational efficiency. Keeping specialized equipment on-line and operating at peak performance requires timely maintenance and repair. Whenever a status change occurs, ecENACT enables any device or system in the network to generate an alert that is immediately delivered to operations and maintenance personnel, making sure that the most qualified available personnel are assigned to take appropriate action.

Achieve higher ROI. ecENACT eliminates communications inefficiencies, letting you standardize on a consistent, powerful communication architecture that improves information availability, reduces downtime and periods of sub-optimal operation, generates greater production throughput and achieves higher ROI.

ecENACT solution scenarios

1. In a robotic assembly line, when production outages and other urgent maintenance events occur, messages from affected machines are automatically generated and escalated to available maintenance personnel as necessary to achieve prompt resolution of the issue.

2. An oil field operator with distributed wellhead and pump facilities monitors equipment for production rates and operational status. When a pump fails or reduces throughput, it issues an automated message that is transmitted by SMS text message, email, fax and voice as necessary to insure that operations and maintenance personnel are aware of the issue and are responding.

3. A wind farm operator collects performance and status measurements from wind turbine units, which are transmitted to its control center in another state. Critical production or maintenance events are automatically escalated to field service personnel by SMS text messages, email and text to voice. This system allows the operator to reduce costs through remote management of wind farms in several locations from one control center, while insuring quick response by local service personnel to fix maintenance faults.

ecDS
Enhanced
Communications
Delivery Systems™

www.ecdeliverysystems.com

ecENACT™ enables immediate, interactive communications with any individual, group or audience

ecENACT extends your business to wherever your customers, partners and employees may be. A powerful Enhanced Communications solution based on ECDS's Enterprise Notification Platform, ecENACT has three essential capabilities that speed information delivery and create true interactive communications:

Multi-modal. ecENACT enables connection to virtually any information system, application, process or service and delivers message-based information through all modes of communication, including SMS, email, phone (text to voice), pager and fax, as well as to any phone, device or computer.

Multi-directional. ecENACT has a unique multi-directional communication capability that enables recipients to immediately respond to or forward messages, and allows senders to track responses for appropriate action.

Intelligent delivery. Message delivery simply requires ecENACT to know your directory services, your targeted audiences and their preferred contact mode. ecENACT can be optionally configured to escalate communication modes or to connect with additional recipients according to rules you define until message delivery is acknowledged.

Enhanced communications features of ecENACT

- Integrates seamlessly with automation controllers and systems

- All mobile communications channels: SMS, MMS, email, text to voice

- Messages delivered to any device, phone or PC

- Supports plain text or rich content/media message formats

- Customizes messages on the fly for individuals or groups

- Tracks recipient responses; can be configured to escalate if no response

- Easily integrates with enterprise applications and processes (BPM)

- Available as a SaaS solution: no software to buy, install or manage

ecENACT Specifications:

Architecture
- Built on open standards
- SOA
- Vendor neutral

Security
- Privilege based
- PIN authentication
- Multi-factor authentication (capability)

Configuration
- Customizable to your business processes
- SaaS, on-premise, OEM offerings

Reporting
- Real time reporting, date stamped
- Audit trail/confirmation of messages

Availability
- 99.999 % availability
- SaaS fully redundant and geo-diverse
- 24 x 7 x 365 Support

Performance
- Text: 120,000/hour*
- Voice: 48,000/hour for a 30 second call*
- Email: 300,000/hour*
  *For our hosted solution. Limited by the carriers and channels. Numbers above reflect our standard offering. We can meet your individual needs.

Features
- Sustained infrastructure and collaborative readiness
- Streamline process and procedures
- Automated updates of statuses

About Enhanced Communications Delivery Systems

ECDS enhances traditional technology systems, applications, processes and services by integrating them with multi-modal communications to improve efficiency and performance of business applications. A leader in developing Enhanced Communication technologies, ECDS is a privately held company based in Alpharetta, GA and San Francisco, CA. The ECDS platform is deployed in diverse IT environments, including healthcare, government, utilities, retail and education. For more information, visit our web site: www.ecdeliverysystems.com or contact us at 770.475.1074 or info@ecdeliverysystems.com

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