INDUSTRIAL SOLUTIONS

SOLUTIONS FOR INDUSTRIAL/MANUFACTURING

Spok® has provided critical communication solutions for many industrial and manufacturing organisations across the globe. Communication throughout facilities consists of a variety of information flows. Disparate staff-to-staff and various enterprise system communication requirements often evolve into inefficient workflow patterns, requiring a streamlined approach to help ensure productivity, system uptime, and quality goals are met. Industrial/manufacturing organisations are often challenged with a multitude of systems, creating alarm conditions that are essentially "islands of information." Lack of integrated and efficient communications typically results in major gaps in the flow of critical information. Spok's portfolio of solutions bridges disparate applications to provide seamless communications and event-driven connectivity, particularly on the plant floor. Operators can easily initiate near real-time messages, and virtually any system can be enabled to intelligently deliver critical information to a mobile workforce for a more informed, efficient, and productive environment.

KEY BENEFITS

- Minimise system downtime via an automated plant floor
- Create more efficient operational workflow and staff mobility
- Reduce critical alarm response times from minutes to seconds
- Harmonise third-party applications with communication systems and devices
- Enhance organisational safety and satisfaction levels

CRITICAL COMMUNICATIONS

When seconds of system downtime can mean thousands of dollars, there is no room for error and every moment counts. Facilities rely on their communication technologies and workflow processes to deliver critical information to mobile staff in order to react quickly and effectively to critical system downtime and alarm scenarios. Valuable personnel resources no longer have to be confined to a control room or tethered to a piece of equipment. They are enabled to be more productive. Equipped with the assurance that critical, time-sensitive information will be delivered to a communication device, busy staff are mobilised to focus on tasks that bring greater efficiency gains. Spok is uniquely positioned to harmonise existing communication systems to enhance the effectiveness of distributing near real-time information, and can also offer a comprehensive end-to-end solution in deploying private paging networks and pagers.

SYSTEMS INTEROPERABILITY

Virtually all plant floor (SCADA/PLC/HMI), production, building automation and enterprise systems can be seamlessly integrated to deliver descriptive alarm conditions to mobilised staff recipients and groups. Message read receipt and delivery acknowledgement as well as escalation paths can be configured to help ensure critical situations are responded to quickly and effectively. Additionally, Spok offers interoperability to most commercially available wireless telephony systems and voice communication badges. Whether integrating a single application or the entire enterprise, Spok enables a modular and scalable architecture that delivers a compelling total cost of ownership while reducing the complexity in deploying near real-time communications and connectivity solutions.

spok.com/apac

/ Spok_APAC