

FAQs SyncAlert

1. How does SyncAlert™ software improve the way I handle disruptions in the manufacturing process?

SyncAlert™, real-time alert notification and escalation software, gives operations and manufacturing staff an easy tool to enter issues directly from their work station, and immediately get in touch with responders to minimize downtime. The right resources who are on-shift and accountable are instantly alerted to manufacturing disruptions. SyncAlert™ is configured to match your company's standard operating procedures, providing a way to escalate and communicate issues to drive resolution and minimize downtime.

2. How does SyncAlert™ software work?

SyncAlert™ is a web-based application that can be accessed from anywhere to gain visibility to production disruptions as they happen, by both email and text message. By empowering operators with SyncAlert™, they are able to request assistance and move on to other production activities while resolution is automatically communicated through the software. Your company's communication cadence can be custom or based off of the corporate Active Directory, keeping the right individuals in the loop based on support area, management level, or shift schedules. All supporting alert ticket details, comments and actions are captured in the ticket, so everyone is informed throughout the resolution process.

SyncAlert™ is available in two installation methods: as a standalone application or paired with SyncOperations™, as a part of the Demand Driven Manufacturing platform. Both options provide an easy-to-use interface for operators and operations staff to enter, manage, and track issues via standard or mobile device. When installed alongside SyncOperations™, machines are able to automatically create tickets when a machine sensor or parameter is triggered as out of tolerance. This alerts users to a potential production disruption before it becomes a more impactful issue and affects quality or flow.

In both installation methods, SyncAlert™ becomes a main tool in collecting data that provides insight into production downtime, machine performance, and time to resolution.

3. What is the difference between the standalone and integrated versions of SyncAlert™ software?

The difference between the versions is in the method of ticket entry. In the standalone version, users enter all tickets. When SyncAlert™ is integrated with SyncOperations™ software, both users and machines can generate a ticket in the system. The machine ticket entry capability provides a way to preempt maintenance or quality issues before disrupting production.

4. How can I access SyncAlert™ software? Is it available from my mobile device?

SyncAlert™ is configured so that operations and manufacturing staff have access to production issues anytime, from anywhere. Ticket notifications are sent via text and email so recipients can be contacted in real-time whether on- or off-site. Downtime is minimized since operators log issues and don't spend time finding a supervisor in large facilities, or going through phone lists trying to get in touch with a support staff member. Logging into the SyncAlert™ system requires corporate VPN access, which is commonly available with company-issued mobile devices or tablets.

5. Who uses SyncAlert™ software?

SyncAlert™ software is easily configured to alert specific people or roles based on the type of event and who is on shift at the time. When an incident occurs, the designated responder(s), such as maintenance, quality, or engineering, are notified via email or text. Within the SyncAlert™ software ticket, resources can follow-up on details, notify and re-assign other users, and change status to drive resolution via the standard operating procedure. Should a shift change occur during event resolution, SyncAlert™ software automatically sends messages to the next shift's accountable responders to ensure continued progress.

Here are some examples of how specific members of your team can successfully leverage SyncAlert™ software:

- Machine operators can enter tickets to alert available support staff that assistance is needed, eliminating time lost to manually calling contact lists or finding specific individuals in large facilities.
- Supervisors may be notified in real-time from anywhere when events need their attention so there are no surprises when flow is impacted.
- Maintenance engineers can receive alert notifications automatically from machines before conditions cause production-interrupting scenarios or quality issues, when SyncOperations™ is installed alongside SyncAlert™.

6. How does SyncAlert™ software process and track events?

When a ticket is entered, SyncAlert™ software kicks off the standard, configured workflow that follows your company's issue resolution path. For example, SyncAlert™ software can take an open ticket and assign resources automatically, or the system can notify users to assign resources. As

certain resolution steps are accomplished, SyncAlert™ moves them forward or escalates them as needed until ticket closure. The software manages and tracks the issue data throughout the process and has incorporated the following capabilities to ensure communications are in sync and disruption is minimized:

- Alerts can be sent only to the designated responders on shift, or certain ticket statuses can be communicated to supervisors or management around the clock to ensure immediate action. If an issue is carried over to the next shift, SyncAlert™ signals the responder who will be taking over upon shift change.
- The automated work flows drive accountability using time-triggered escalations up the reporting chain.
- Notifications are sent to operators and supervisors about the specific resources or work cells that matter to them, giving them the ability to forward tickets and request additional support.

7. How can SyncAlert™ software help drive continuous improvement?

SyncAlert™ software captures data on every production event that's been logged to indicate downtime or slow production. This information can be exported for analysis to identify common disruptions and resolution performance statistics that your continuous improvement team or process engineers can use for improvement initiatives. For example:

- Examine ticket time-to-resolution data for continuous improvement and resource responsiveness insight.
- Export ticket data to perform Pareto analyses and address quality issues.
- When implemented with SyncOperations™ software, you can enable machine-level alerts to automatically trigger maintenance or engineering support to preempt machine maintenance concerns.

8. What enhanced features do I gain by integrating SyncAlert™ software within the Synchrono® Demand Driven Manufacturing Platform?

When SyncAlert™ is synchronized with SyncOperations™ software, signals from machines themselves can automatically generate tickets and instigate action to minimize downtime.

Additionally, SyncAlert™ as a component of the [Synchrono® Demand-Driven Manufacturing Platform](#), can:

- Generate live signals in [SyncView™](#), a real-time visual factory information system, to alert users of machine impacts and resolution.
- Work with [SyncKanban™](#) pull-based inventory replenishment software to generate replenishment triggers to escalate stock out issues and ensure steady inventory levels to meet customer deadlines.
- Alert [SyncManufacturing™](#) planning, scheduling and execution software to initiate realignment of production plans and mobilize resources as needed.

9. Who programs the alert notification and escalation pathways for SyncAlert™ software? When configured for my needs, will it be user-friendly “from the shop floor to the top floor”?

Nearly anyone can configure SyncAlert™ software, as it requires very little technical expertise and is based on an easy-to-use interface. Role-based training and quick-entry screens ensure your team will quickly navigate the web-based software and realize its benefits.

SyncAlert™ works on both mobile and desktop devices and can be configured to alert remotely, on personal devices, as needed.

10. How is SyncAlert™ software sold and implemented?

SyncAlert™ software is a web-based solution and can be sold on a SaaS (software-as-a-service) model and hosted by Synchrono®, or sold on a traditional site license model and implemented on premise.

11. What are the requirements for implementation (e.g. what data do I need to have in terms of infrastructure or other platform components)?

Infrastructure requirements vary from site to site and depend upon whether you choose a hosted SaaS-based, or on premise implementation.

12. When I buy SyncAlert™ software, what kind of implementation support can I expect? Training?

The Synchrono® implementation methodology and [InSync](#) post go-live services ensure a successful adoption and a meaningful return on investment of the software. Using a collaborative approach with your team, we model a system for your environment, implement the solution, and transform your business processes and results. Following deployment, Synchrono offers continued support and ongoing services to ensure complete transformation.

Role-based training and user-friendly screens ensure your team will become high performing users quickly and effectively.

13. How long does it currently take to implement SyncAlert™ software?

Every implementation varies based on environment and whether SyncAlert™ is hosted by Synchrono® or installed on site. Implementations can be complete in as few as 6 weeks.

14. Do you have any current client feedback that details the value of their SyncAlert™ software implementation over time? Do you have client references that I can contact?

Yes; please [contact us](#) to arrange for a client reference that is similar in scope and requirements to your environment.