

Tickets are entered manually by a user or automatically by a machine when an event is triggered, generating immediate action to disruptions in operations.

SyncAlert™ software enables a step-by-step, alert and escalation process that can be easily configured to:

- Generate manual or automatic alert notifications by role, support team or management line.
- Design escalation paths and corresponding email or text messages.
- Communicate action plans to appropriate levels throughout the organization.
- Enact location-specific or enterprise-wide escalation activities.
- Setup alert contact lists that automatically adjust contacts when shift changes occur.
- Create company-specific alert ticket forms.

Responders use SyncAlert to enter comments, re-assign resources and report when and how they will fix a problem, ensuring everyone is in sync.

How it works

Through a single user-interface, SyncAlert allows team members to both enter and follow-up on alert tickets within their operations for immediate action and resolution. Connected machines also generate tickets to notify operations of machine conditions that may otherwise be undetectable, to prevent future quality issues.

- Machine operators enter tickets that alert available support staff that assistance is needed, eliminating time lost to manually calling contact lists or finding specific individuals in large facilities.
- Maintenance engineers receive alert notifications automatically from machines before conditions cause production-interrupting scenarios.
- Supervisors are notified in real-time, from anywhere in the facility or remotely when events need their attention, so there are no surprises when flow is impacted.
- Machine-level alerts automatically trigger maintenance or engineering support.
- Multi-site and shift environments are coordinated across the system, showing enterprise wide, potential or imminent threats to workflow and velocity.

Sync Communications and Alerts

- **Address alerts**, track responses and engage in day-to-day collaboration.
- **Configure to trigger alerts only to people on shift.**
- **Drive accountability** using time-triggered escalations up the reporting chain.
- **Customize forms** to notify support teams and communicate status.
- **Generate alerts to operators and supervisors about the specific resources** that matter to them, giving them the ability to request additional support through the system.
- **Export time-to-resolution alerts** into Excel for continuous improvement and quality control insight.

SyncAlert and the Synchrono® Demand-Driven Manufacturing Platform

The Synchrono Demand-Driven Manufacturing Platform enables the real-time visual factory of the future, synchronizing your workforce, methods, machines, materials and information. As part of the integrated Synchrono Demand-Driven Manufacturing Platform, SyncOperations™, powered by Savigent, alerts conditions to SyncAlert which:



- Generates live signals on **SyncView™** to alert users of machine impacts and resolution.
- Works with **SyncKanban™** replenishment triggers to escalate stock out issues and ensure steady inventory levels to meet customer deadlines.
- Alerts **SyncManufacturing™** to initiate realignment of production plans and mobilize resources as needed.
- Feeds escalations to **SyncOperations™** to ensure that reports include elements such as response time, escalation rates and machine-level problems, allowing the team to analyze historical responses.