

WIN-911

ServiTecno

Next-Generation Alarm Notifications for Smarter & Safer Operations

Built for Critical Operations. Trusted When It Matters Most.

WIN-911 empowers industrial teams to detect, prioritize, and respond to alarms faster, across any facility and from any device. Whether you're facing alarm overload, delayed notifications, or disconnected systems, WIN-911 brings it all together with smart escalation, mobile alerts, and seamless SCADA integration. The result is safer operations, reduced downtime, and a workforce that's always informed and ready to act.



20,000+

Installations Worldwide

90%

Fortune 50 Manufacturers

MILLIONS

Of Alarms Delivered Daily

WHY LEADING TEAMS CHOOSE WIN-911



Ensure System Resiliency

You can program multiple notification methods and leverage redundancy logic to provide greater system reliability



Real Time Data Insights

Tag value reports can be sent on demand or based on alarm conditions to deliver data-driven, actionable insights.



Direct Connections

Integration with leading SCADA systems like Rockwell, GE, and AVEVA

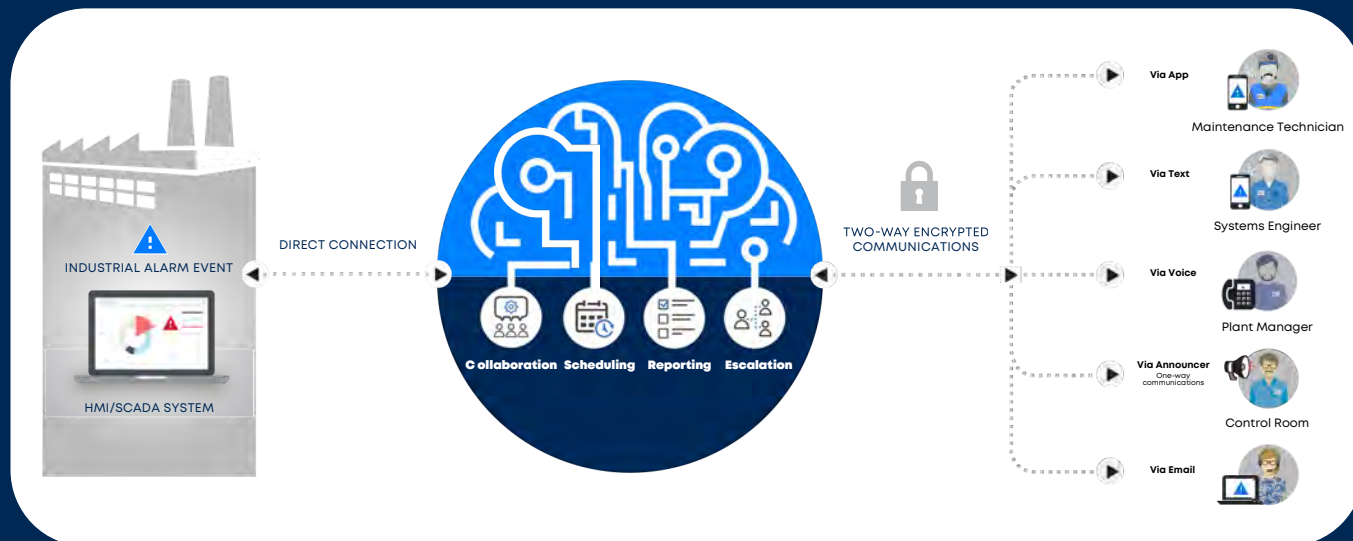


Live & Historical Views

Logging reports let you filter alarms via your preferences, such as staff notification attempts, acknowledgments, events, and error codes.

HOW IT WORKS

Direct connects to leading SCADAs makes configuration easy and fast.



NOTIFICATION OPTIONS

All notification options support single or bi-directional communication, acknowledgments, and customized formats.



SMARTSIGHTS MOBILE APP

Interactive, intuitive apps using push notifications for iOS and Android.



SMS TEXT MESSAGING

Text-based alarm notification over cellular networks.



EMAIL

Rich HTML or plain text templates support a wide range of devices.



ANNOUNCER

Hear voice alarm notifications automatically announced over your PA system or any networked audio device.



VOICE CALLS

Text-to-speech engine dynamically reads alarm information. Supports VoIP (SIP) or analog phones.



SOLUTION COMPARISON CHART

Quickly compare key features included with each subscription level.

Subscription Level	Basic	Pro	Ultimate
Core Capabilities			
Alarm/Filter Count	Unlimited	Unlimited	Unlimited
Basic Customer Care Plan Included	✓	✓	✓
Data Sources			
SCADA / OPC	✓	✓	✓
Escalation			
Basic Notification Policies	✓	✓	✓
Advanced Notification Policies			✓
Report Pushes			✓
Notification Methods			
Voice Speech Recognition		✓	✓
SMS / Email / Announcer	✓	✓	✓
Voice (Analog or VoIP)		✓	✓
SmartSights Mobile		10 devices	Unlimited
MS Teams		✓	✓
Remote Interactions			
Remote Interactions		✓	✓
Subscription Only Features			
XLReporter Advanced Reports		✓	✓
Dashboards			✓
Failover Utility	✓	✓	✓