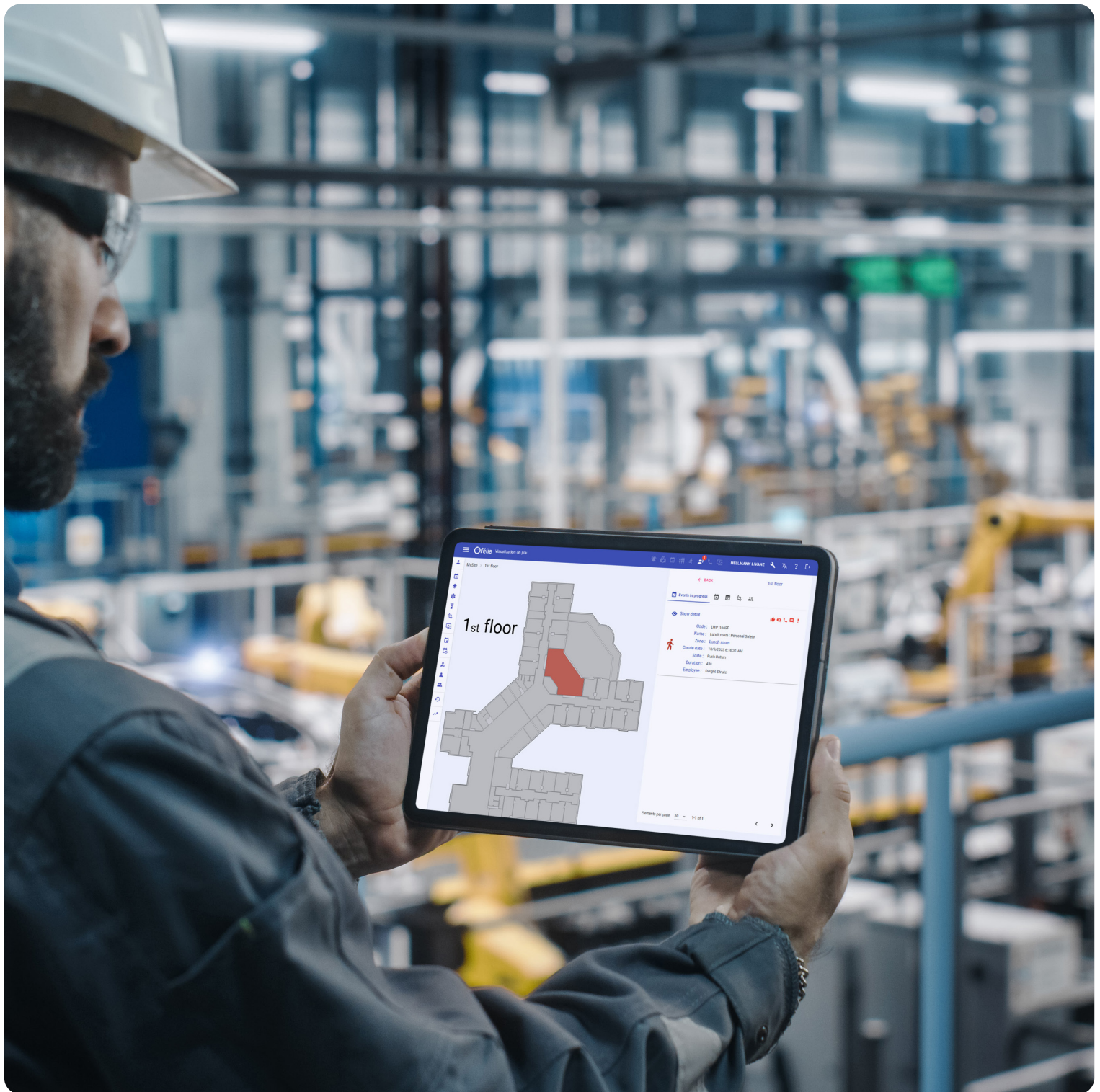# ascom

Breakdown Response

An Ascom Enterprise Solution for operational efficiency

When every second counts

With the support of Ascom's digitalized, mobile Breakdown Response solution, staff can respond to equipment failure as quickly and effectively as possible – and minimize costly downtime.
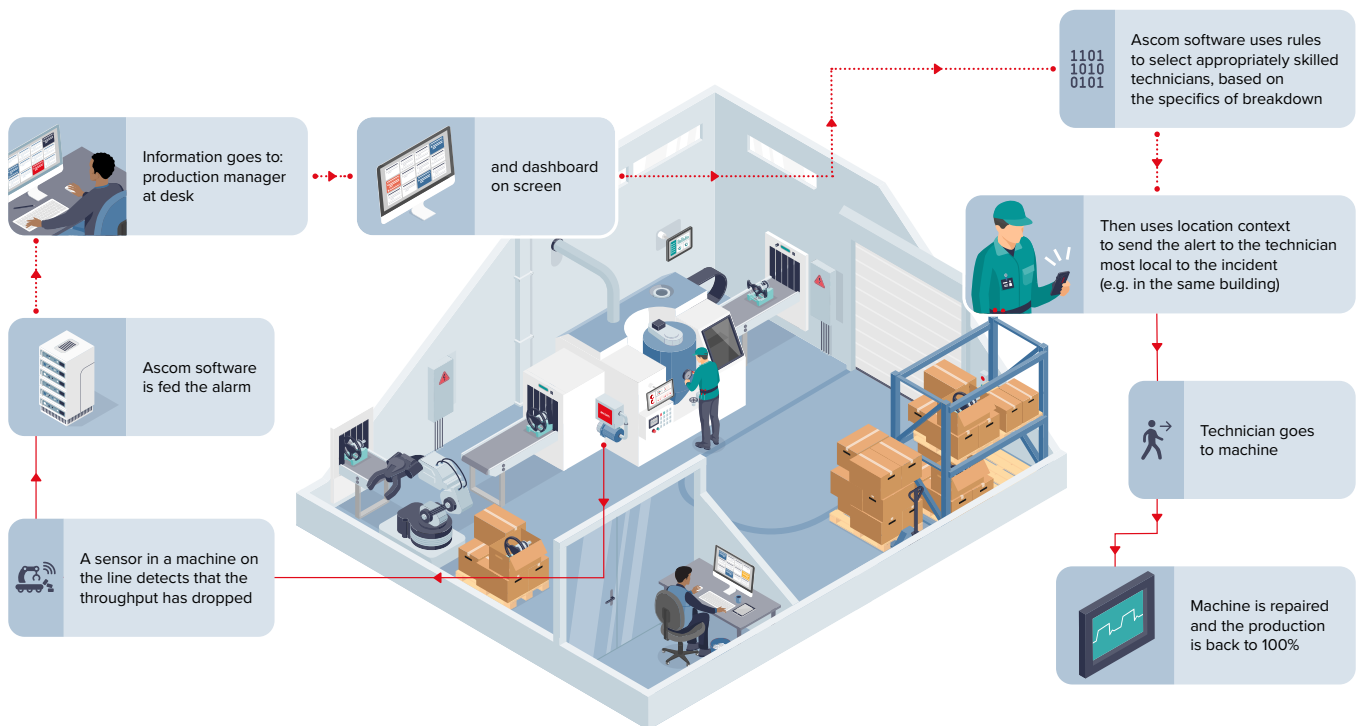

The need to limit downtime

When the worst happens and equipment breaks down, a rapid and efficient intervention is vital to restart production, minimize costs and restore profitability. Automating or digitalizing break-down responses can significantly cut downtime and boost efficiency, but with smaller and highly mobile response teams this becomes a complex scenario.

Breakdown Response solution

Ascom's Breakdown Response solution allows breakdown activities to be smoothly aggregated and accurately distributed to the right staff, in the right place and at the right time, as well as providing a full audit trail and letting managers analyze the data for further efficiency gains.

Information goes to: production manager at desk

and dashboard on screen

1101 1010 0101 — Ascom software uses rules to select appropriately skilled technicians, based on the specifics of breakdown

Then uses location context to send the alert to the technician most local to the incident (e.g. in the same building)

Ascom software is fed the alarm

Technician goes to machine

A sensor in a machine on the line detects that the throughput has dropped

Machine is repaired and the production is back to 100%

Key features

The Breakdown Response solution is deployable on mobile devices using scheduling dashboards and rule-based assignments according to capability, availability and/or location. The solution allows for mobile initiation of breakdown response tasks, task suspension in case of issues (spare parts required etc.) and task completion with the ability to capture notes and photos to record activities including the finished task.
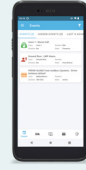
Mobile Alerting
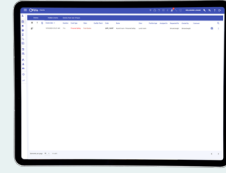
List View of current alarms

- System that adapts to your way of working
- Open system via API and ability to connect to other systems
- Driver-based integration, supporting a wide range of industry standard protocols
- Vendor-neutral integration with industrial machinery and processes, as well as location and other contextual information
- Wide range of Ascom location technologies ranging from IR to DECT location

- Supports location services from third-party vendors (BLE/Wi-Fi) maximizing ROI of existing technology
- Configurable dashboards — from simple list view to interactive map
- Enhanced logging and reporting of the complete trail in one view
- Multiple options for support for mobile response workflows

Software and licences
The solution is based on Ascom Ofelia enterprise alarm and workflow management software. Ofelia software enables you to integrate with third-party systems via Modbus, OPC-UA, ESPA, SIP, email, etc., while it is HTML5-enabled to allow user access from any PC or screen.

Solution components

Mobile Devices	Item	Part No.
Smart Devices (incl. DECT variants)	Ascom Myco 3, Ascom Myco 4	SH2-XXXX, SH4-XXXX
Android Devices	3rd Party Android Devices	N/A
Software	**Item**	**Part No.**
Task Management Kit	Tasks	OFL-TASKS-SK
Extension Licence	Messaging Users	OFL-USER-X
Extension Licence	3rd party RTLS	OFL-GEO-EXT
Extension Licence	Input Drivers	OFL-ENTRY-DRV-X

Take the next step
Contact your local Ascom representative to start implementing Breakdown Response in your workplace.

ascom

Ascom Holding AG
Zugerstrasse 32
CH-6340 Baar
Switzerland
info@ascom.com
Phone: + 41 41 544 78 00
ascom.com

About Ascom
Ascom is a global solutions provider focused on healthcare ICT and mobile workflow solutions. The vision of Ascom is to close digital information gaps allowing for the best possible decisions—anytime and anywhere. Ascom's mission is to provide mission-critical, near-real time solutions for highly mobile, ad hoc, and time-sensitive environments. Ascom uses its unique product and solutions portfolio and software architecture capabilities to devise integration and mobilization solutions that provide truly smooth, complete, and efficient workflows for healthcare as well as for industry and retail sectors.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 18 countries and employs around 1,300 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.