

Mobility with confidence

Workflow solutions for critical operations

Critical infrastructure

Safeguard your people. Safeguard your productivity.

In demanding energy and utilities environments, teams need instant access to the right people and critical information.

Ascom on-site communication solutions connect people, systems and equipment in near-real time—combining powerful software with rugged handsets built specifically for tough infrastructure environments.

The result: quicker responses, maximized productivity, safer operations.

Customizable enterprise-grade solutions

Staff Safety

Protect vulnerable and lone workers with instant alarms and automatic detection of dangerous situations with push-button alarms, man-down detection, accurate indoor/outdoor location and automatic escalation.

IoT and Technical Alarms

Connect IoT devices, alarms and data flows within an open platform architecture. Real-time location, alarm dashboards, incident mapping and mobile workflows provide continuous visibility and ensure critical events are delivered to the right resource instantly.

Mobility in hazardous environments

From ultra-reliable DECT-based systems to ruggedized ATEX-certified handsets for explosive and hazardous conditions, Ascom solutions work to keep you working in the most demanding environments.

From data to action: how Ascom solutions work



Connect your systems

We integrate alarms and operational data from your existing and third-party systems into a single and open platform, enabling seamless, standards-based data exchange across your infrastructure.



Combine and deliver the right information

A central system aggregates and orchestrates data from multiple inputs. Rules-based logic then prioritizes and filters the data so it delivers only relevant information in real time to the right users, roles, or devices.



Ensure action is taken

Configurable workflows define how alarms and data drive actions. Acknowledgements, escalation paths and response tracking support timely, informed action in critical situations.





Critical infrastructure

Ascom solutions for critical infrastructure teams maintain safe, continuous operations through reliable communication, real-time alerts and coordinated incident response—even when installations lie beyond reliable public cellular Wi-Fi coverage.

Some top challenges—and how to overcome them

Failures in critical infrastructure—whether in data centers, utilities or power facilities—demand immediate, coordinated response to avoid service disruption and cascading impact.

With teams operating across control centers, substations and remote sites, maintaining situational awareness can be challenging.

Ascom solutions deliver real-time alerts and secure communication, enabling precise coordination, faster decision-making and operational resilience.

Key benefits for critical infrastructure

Prevent disruptions before they impact operations

- Minimize downtime and service interruptions through early issue detection
- Reduce risk of escalation with timely, prioritized alerts to the right people
- Enable proactive maintenance with clear, actionable insights

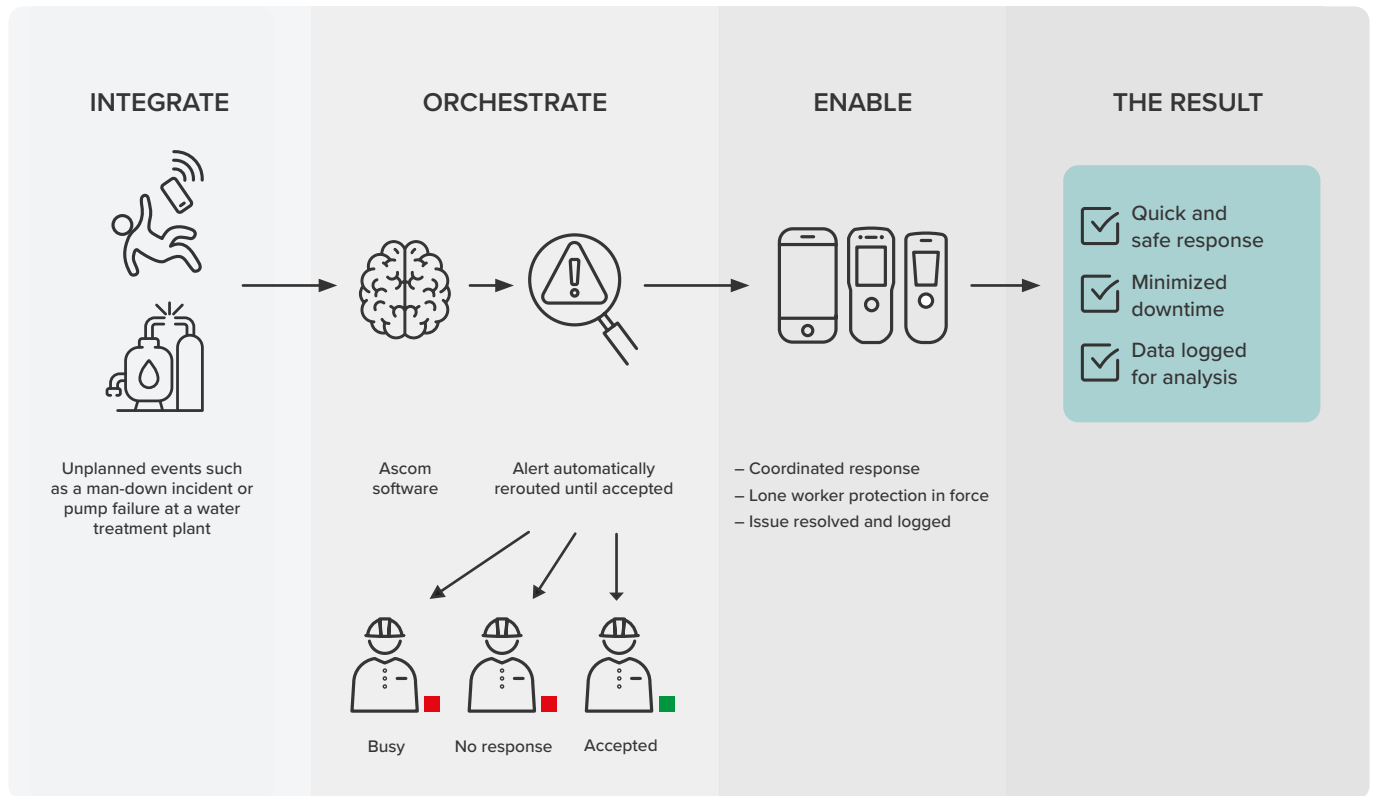
Respond faster and more effectively across teams

- Accelerate incident response with real-time coordination across sites
- Improve decision-making through shared situational awareness
- Ensure the right experts are engaged immediately, every time

Protect workers

- Increase staff safety in remote and lone-working scenarios
- Enable faster emergency response with instant alerts and accurate location data
- Reduce risk of serious incidents through automatic detection and escalation
- Locate handsets with room-level accuracy

How it works



The features behind the benefits



Enable safe communication in hazardous environments

- Use certified, intrinsically safe mobile devices in explosive or high-risk areas (e.g. gas, energy, and utilities)
- Ensure compliant communication in ATEX/IECEX-regulated environments
- Deliver alarms, alerts and instructions without compromising safety requirements
- Support field workers with reliable, rugged devices designed for harsh conditions



Maintain communications beyond public networks

- Ensure reliable communication across remote or hard-to-reach sites
- Operate independently of public cellular networks, using dedicated on-site networks such as DECT and private 5G
- Connect substations, pumping stations and field teams with secure voice and data
- Maintain coordination during outages, incidents or network disruptions



Maintain operational visibility across distributed assets

- Monitor multiple sites and assets across wide geographic areas
- Provide real-time access to alarms, system data and status updates
- Support coordination between control rooms and field teams
- Enable faster decisions to maintain service continuity and control



Ascom a72



Ascom d83 EX



Ascom d83



Ascom i63



Ascom Myco 4



Pagers

Ascom pagers are the benchmark for rugged devices for demanding environments.

DECT phones

Ascom handsets deliver that reliability in tough, uncompromising environments.

VoWiFi phones

Scalable and standards-based, Voice-over-WiFi handsets that leverage your existing network infrastructure.

Smartphones

Discover innovation, embrace connectivity. Enterprise Android devices with barcode scanning, apps, and multi-network connectivity.

Ready for mobility with confidence?

With more than 20,000 systems deployed across Europe and North America, Ascom helps organizations keep people, systems and information connected where it matters most.

We work with you to identify communication bottlenecks, integrate mobile solutions with your existing systems and ensure your teams receive critical information instantly. From deployment to long-term service, we support you every step of the way.

Our solutions are scalable, backward-compatible and built for demanding environments—with rugged mobile devices built for reliability and ease of use.

And the return on investment? Sometimes a single prevented incident can justify the entire solution. In other cases, the value lies in protecting people, safeguarding productivity and preventing costly disruptions.

Contact us today. And discover how Ascom on-site solutions can strengthen your operations.



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About Ascom

Our vision is a world where the right information moves people forward. Our mission is to put the right information in the right hands at the right time so that people can make the best possible decisions.

We are a global provider of communication and collaboration solutions for the acute care, long-term care and enterprise sectors. Our solutions are based on intelligent integrations with software and hardware that are open source and compatible with third party solutions. Every single second, our systems generate large amounts of data, which we then turn into useful and actionable information. This helps us to bring data to life for people in the toughest operational environments, ensuring smooth, complete, and efficient workflows.

Ascom is headquartered in Baar (Switzerland), has operating businesses in 19 countries and employs around 1,400 people worldwide. Ascom registered shares (ASCN) are listed on the SIX Swiss Exchange in Zurich.