EAT•N | Cutler-Hammer

E-Mail Notification of Impending Problems

Application Note

General Description

To minimize the cost of a business interruption, it is important to put the best personnel on the problem as soon as possible.

However, trained personnel may not be located near the problem. Frequently these valuable people are working on other projects. This leaves the problem identification and repair up to the local personnel.

This application note describes a system that will identify problems and alert suitably trained personnel via the SMS (Simple Messaging System) built into cellular telephones. Additional e-mails may be sent to any number of users or call centers. These call centers can be staffed by experts who can communicate to the faulty equipment and either repair the system remotely or provide detailed instructions to the local personnel under the guidance of an expert.

Implementation

This application note describes the solutions for adding e-mail notification to a variety of installations including:

- Notification when equipment is being operated improperly
- Notification when electric power is unavailable or intermittent
- Notification when unauthorized doors, control panels or switches are opened or closed
- Notification when electric power consumption is unusually high or low

Financial Analysis

Rapid correction of a problem reduces lost revenue. How much revenue? Each application will be different, but ask yourself "if this facility was not operational, what would that cost?"
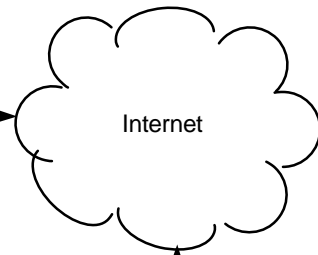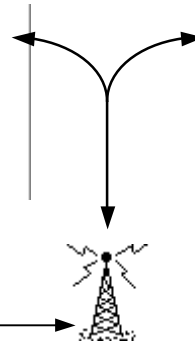
If there were a way to have the best experts in your company (or external to your company) be available to review your site's operation and help your local people before an issue caused excessive downtime, would that save?

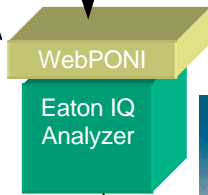## Facility Monitoring

Instant Response
Center (IRC)
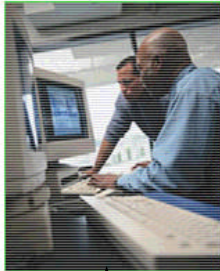
Immediate Notification of Problem
using cellular phone or wireless e-mail

Internet

The Eaton / Cutler-Hammer
WebPONI connected to a
variety of monitoring
devices, provides web
browser access and e-mail
notification of problems.

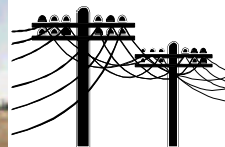The WebPONI is "firewall-
aware" and can transmit e-
mails from behind most
corporate firewalls.

WebPONI

Eaton IQ
Analyzer

Facility

Utility Power

UPS

Engine Generator