



Emergency Response Center

Empower Instant Response with Integrated Alarm Management

Achieve complete control and rapid response with this comprehensive solution for plant-wide alarm management. It's specially designed to cover alarm notification, statistical analysis, inspections, and shift handover records throughout the entire factory.

Full-factory alarm monitoring at your fingertips, real-time tracking of abnormal events without omission.

Experience full-factory alarm monitoring at your fingertips, ensuring real-time tracking of abnormal events without omission. The "Emergency Response Center (ERC)" is tailor-made for high-risk or high-value factories.

It integrates factory-wide alarms, notification management, statistical analysis, and inspection handovers into a user-friendly platform. ERC addresses the challenge of scattered alarms and events across subsystems, allowing instant monitoring and tracking across the entire factory.

ERC seamlessly consolidates and analyzes data, offers diverse notification methods, and provides real-time status updates. ERC enhances alarm response speed and efficiency, minimizing workplace safety crises and losses to the fullest extent.

Benefits



Integrate all factory alarms, providing a single platform for accessing all information.



Digitize the management and execution of alarm response SOPs, making tracking and handovers more convenient.



Diverse real-time alarm notification channels to enhance response efficiency.



Visual alarm analysis to help teams gain insights into trends and prevent incidents.

Key features

Factory-Wide Alarm Integration with ERC

Report integration module.

- Information Integration Dashboard
- Statistical Report Generation

Message Notification Module

- Factory-wide message notification distribution
- Message categorization
- Notification channel management
- Notification history recording

Shift Handover Module

- Shift handover management
- Processing record tracking

Alarm Event Module

- Integration of factory-wide alarm sources
- Alarm processing annotations
- Alarm classification by severity

An integrated factory-wide alarm platform

ERC is an integrated alarm platform that supports multiple data sources, seamlessly consolidating alarm information from various on-site subsystems. Its intuitive dashboards provide a quick overview of on-site conditions. Accessible through web browsers on computers, tablets, and mobile phones within the factory, offering real-time online viewing from anywhere.

Versatile Alarm Notifications with ERC

The graphical interface offers a clear view of alarm sources and notification device connections for your team.

ERC provides a range of notification methods, including:

- Phone calls, SIP phone, Voice messages
- SMS, Internet SMS
- Apps: Line, WeCom, MS Teams, Discord, Slack, Telegram, Synology Chat

Real-time logging and tracking of alarm handling status

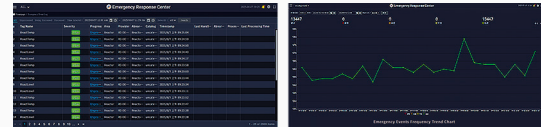
The alarm handling process is recorded and tracked in real-time, digitizing the response SOP for management and ensuring that handover tasks are not overlooked, aiding shift personnel in continuous tracking. All alarm handling records can be queried within the platform.

Automated alarm statistics and visual presentation

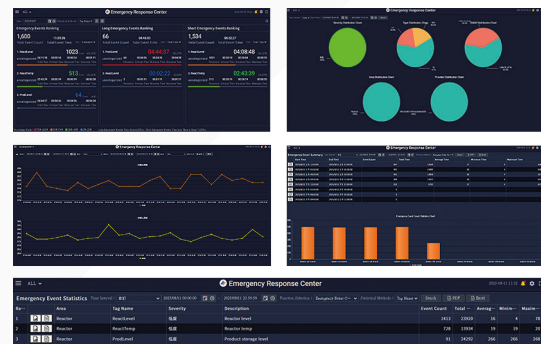
ERC automatically collects and categorizes alarm data, providing graphical reports and trend analysis for more efficient management and insight into alarms and abnormal events.



Real-time Information Overview

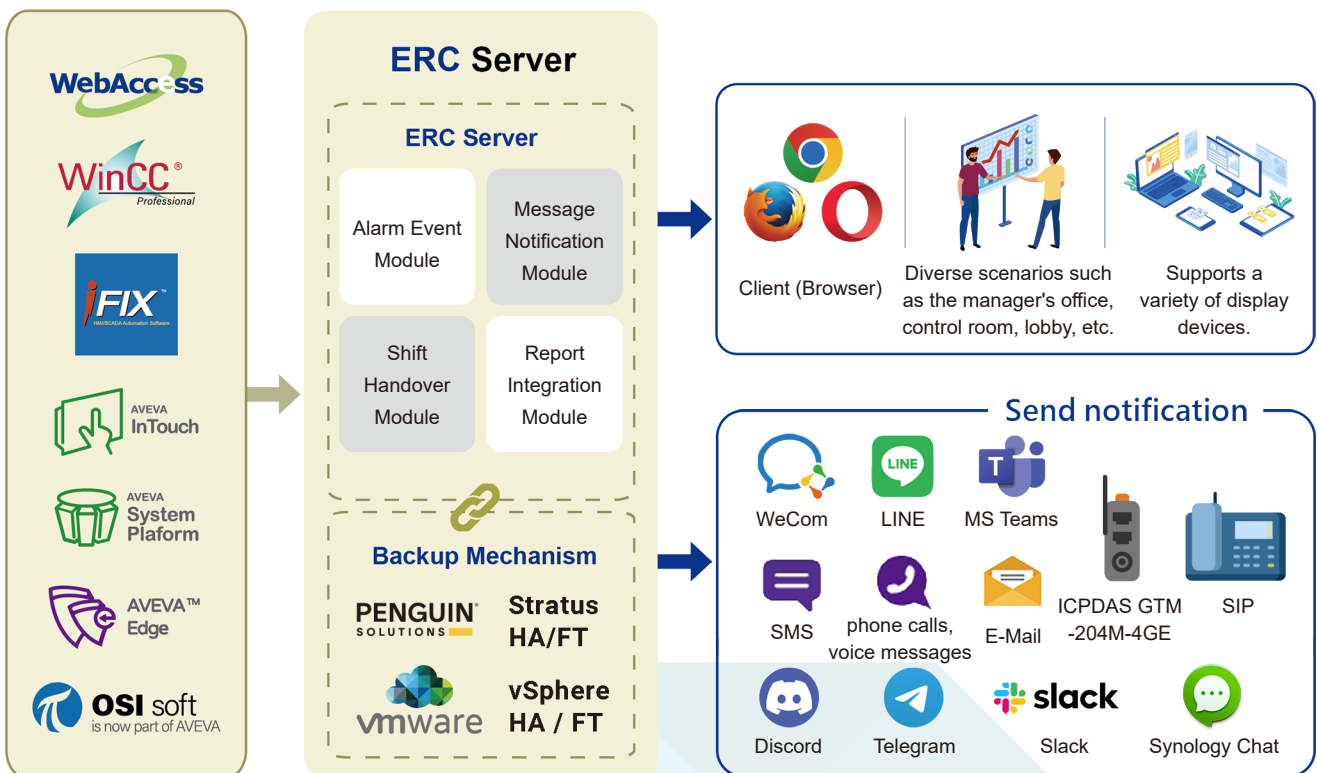


Emergency event log & event frequency trend chart

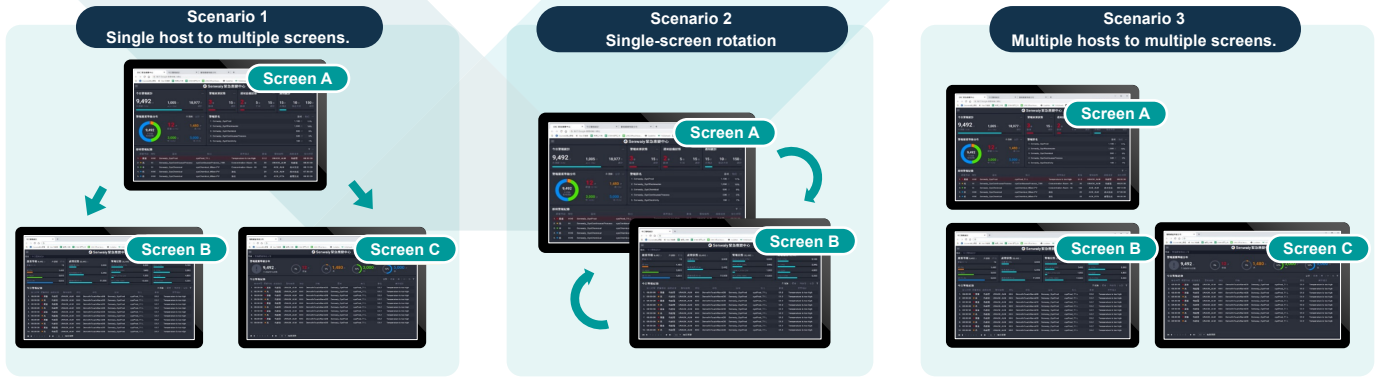


Data visualization and reports

System architecture



Supports multiple display modes



System compatibility



Operating system

- ◆ Windows 10 / 11 Pro or above
- ◆ Windows Server 2022 or above; Standard / Data Center



Supported browsers

- ◆ Microsoft Edge
- ◆ Mozilla Firefox
- ◆ Google Chrome
- ◆ Safari



Database

- ◆ Microsoft SQL Server 2022 or above; Express / Standard / Enterprise



Hardware requirements

- ◆ CPU : 4 cores or higher · 2.6 GHz or above
- ◆ RAM : DDR4 16 GB or above
- ◆ SSD with at least 1 TB
- ◆ Network : 1 Gigabit Ethernet
- ◆ Display : 1920 × 1080 or higher

※ Content may change without prior notice; Senwai Tech reserves the right to modify at any time. 2026. 03

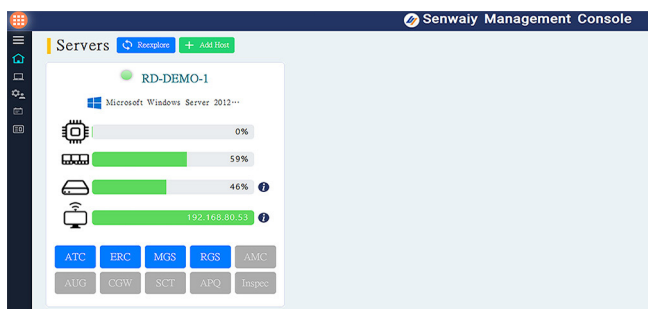
SMC

Senway Management Console



1. Centralized Management

Senway management console provides an integrated interface to view the status of all hosts and installed software, making management and maintenance more convenient.



2. Message Broadcasting System

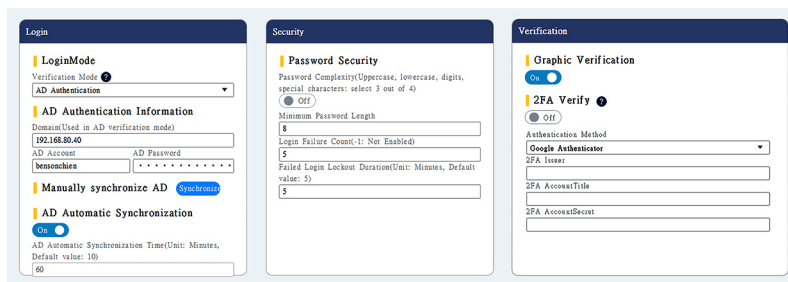
When system issues occur — such as license problems, critical alarms, device disconnections, or excessive host load — the system proactively notifies administrators and relevant personnel.



3. Information Security

Equipped with multiple security mechanisms to safeguard information, including:

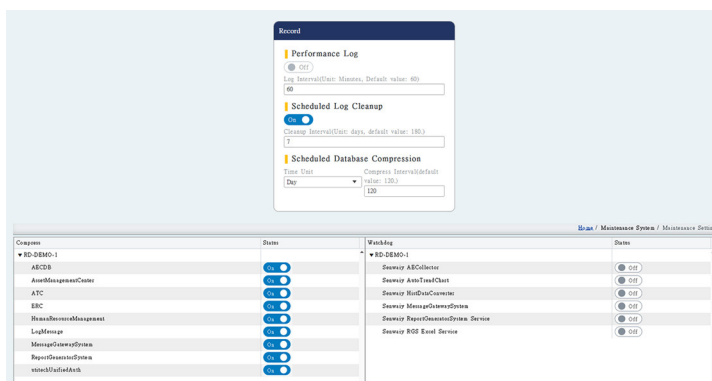
- Password
- CAPTCHA verification
- 2FA authentication
- Access control
- User whitelist / block



4. Maintenance System

Optimize system performance through comprehensive maintenance features:

- Scheduled cleanup of historical data
- Automated database maintenance
- Automatic Active Directory (AD) synchronization
- Service status monitoring (WatchDog): auto-recovery and restart in case of system failure
- Diagnostic tools: detect system anomalies
- System logs: record updates and changes
- Backup and restore mechanism: protect system data and prevent data loss





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