Energy + DAKS

Typical Fields of Application in the Energy Sector:

- Standby staff: **Receive malfunction messages** from a control system and automatically alert the proper emergency or operational units over the phone, via email or SMS

- **Instantly forward information** on current energy resources to guarantee a reliable and secure supply of electricity

- **Comfortably control alerts** with the help of emergency response host computers, e.g. eurofunk Kappacher

- **Bring together crisis management groups** in emergency conferences

- Filter all incoming calls for a **targeted playback of info announcements**, e.g. "This call will be recorded…"

- Set up information hotlines, always up-to-date with the latest details on an incident

DAKS Helps Ensure a Safe and Reliable Supply of Electricity

Point of Departure

To guarantee a reliable operation of the transmission system spanning 9,750 km, complex emergency plans were developed for the coordination of staff and service team deployment in emergencies to minimize the risk of a congestion of the network. To increase the efficiency and safety of these time-critical processes, a technical solution was sought that would replace the previous manual mapping of the emergency plans' various communications aspects by automatic ones.

Solution Based on DAKS Alarm Server Technology

The technical implementation of all required individual process steps is accomplished by using several combined functions of the alarm server DAKS. Emergency broadcasts and graphic user interfaces make it possible to efficiently control the alarm processes and the different emergency scenarios involved.

The processes are controlled by the staff in the control room as well as automatically and directly from within emergency conferences, making it possible to communicate with a wide range of different terminals and the public media.

„This solution regulates the balance between production and consumption, ensuring that sufficient reserves are always available to compensate for any deviations, at any moment."

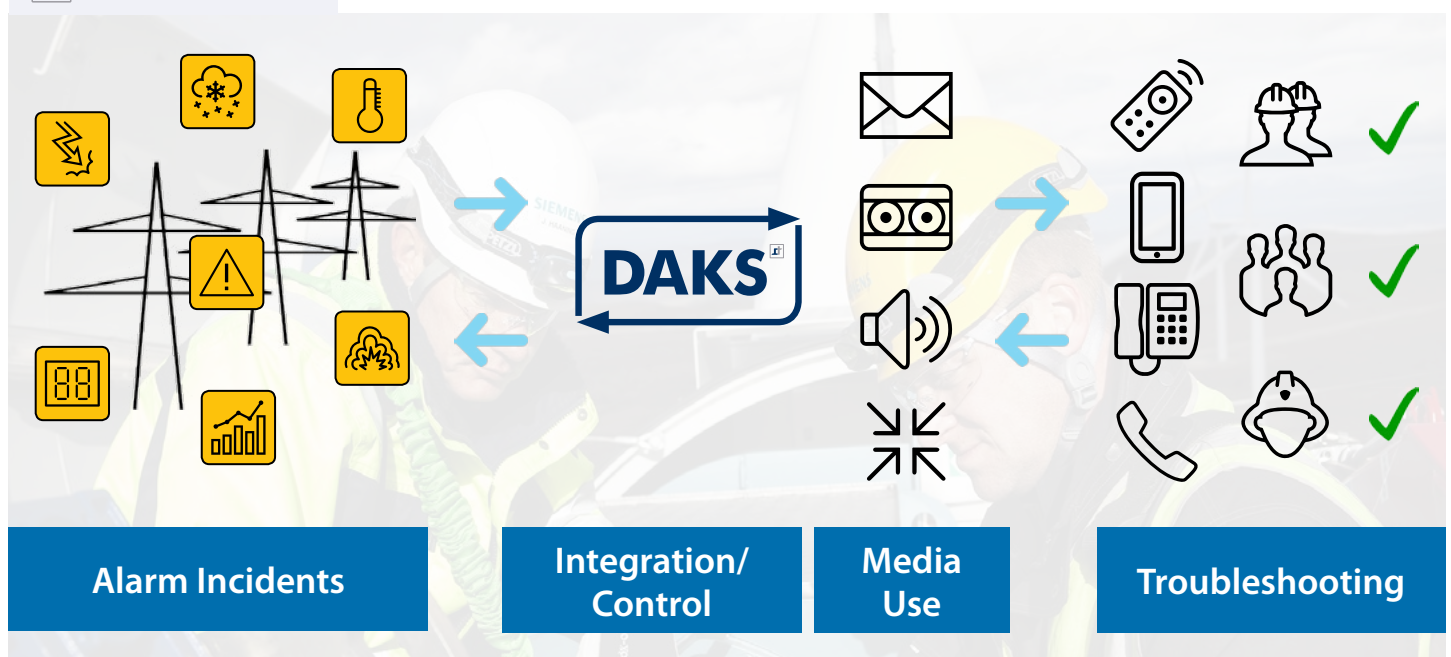*Energy Supplier '50Hertz', Neuhagen, Germany*

Customer Benefits

The automation of communications processes leads to a direct increase in efficiency and dramatically reduces procedural errors, particularly in emergency situations. In addition, the solution provides for a better traceability of the communications processes that are initiated and of the escalation that follows. This solution greatly improves the operational safety and provides increased stability in emergency and crisis situations, especially when decisions need to be made under stress.

Solution Schematic

| Alarm Incidents | Integration/ Control | Media Use | Troubleshooting |

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