

## [ALARM NOTIFICATION SOFTWARE AIDES WATER TREATMENT FACILITY IN LANNON, FRANCE](#)



The water treatment facility in Lannion, France has been tasked to treat and manage the water supply for the town and surrounding region of 22,000 people, using two plant locations to process almost two million gallons each and every day. By any standard, that's a lot for one operation to manage and maintain all by itself. To help catch problems before they even start, the water plant uses an alarm notification system.

WIN-911's strategic partner [Micromedia International](#) provided the plant with the company's [ALERT alarm notification system](#). Before the alarm software was installed at the water plant, its staff would often be informed of problems by the general public, typically only after the problem had already impacted water quality. The alarm system has greatly increased the quality of service and credibility of the plant by allowing the plant to catch problems before they reach the customers.

The system monitors over a 100 different factors for the plant, including water pressure and pH levels. This data is recorded minute-by-minute, allowing staff to respond to any anomalies in what virtually equates to real-time response. If an anomaly occurs, the software sends out a specialized alarm that lets staff know exactly what has happened, and where.

Should an alarm ever be set off, ALERT immediately begins sending out notifications, setting a four-stage process into motion. First, a supervisor is called on a fixed plant number. If the supervisor fails to answer the plant number, a second call is made to the supervisor via a mobile number. If the second call goes unacknowledged, a third call is made to the supervisor via a private mobile number. If still the supervisor has not answered the alert, the alarm notification software begins placing calls to a replacement staff member.

For a notification to be acknowledged, the supervisor or replacement staff member must provide an identification number when answering the call. This identification number lets the system know that the alarm has been acknowledged and will stop any further calls from being made.

It appears that alarm notification systems like those offered by [WIN-911](#) and Micromedia International are developing a solid reputation. The Lannion Water Plant already knew about the ALERT system via word of mouth and hands-on experience; the opinion leader who supervised installation at the water plant had worked with the product before. He was, in fact, so pleased with it that he specifically wanted to bring it with him to the Lannion Water Plant.

For their part, the Lannion Water Plant now says that "complete reliability and simplicity are the terms that best describe ALERT."

We couldn't be happier.



