

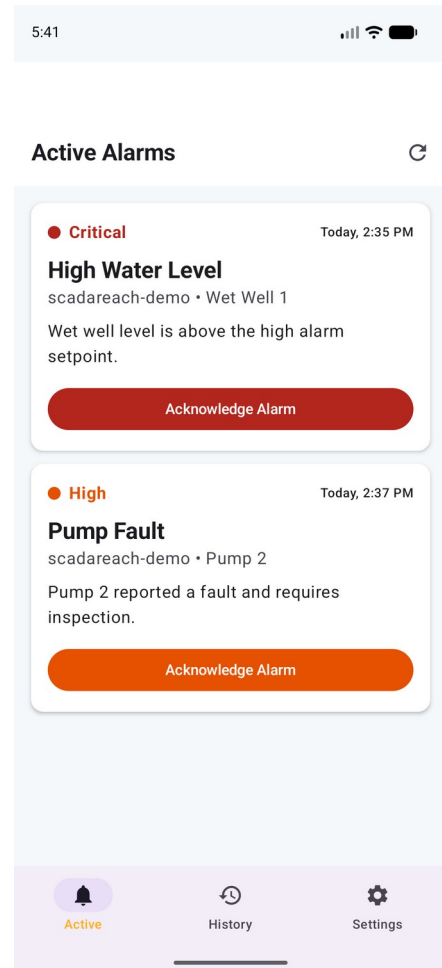
SCADAReach AlarmMessage Product Brochure

Critical alarms within reach

Reliable mobile alarm awareness for water and wastewater operations

AlarmMessage securely delivers operational alarms from a configured SCADAReach monitoring site to approved operators on iPhone and Android. Teams can review what happened, acknowledge the alarm, and retain a clear response history from wherever duty takes them.

- **Immediate delivery.** High-priority push notifications bring newly assigned alarms to the operator's phone.
- **Actionable detail.** See the site, equipment, priority, message, and event time in one clear view.
- **Recorded response.** Server-confirmed acknowledgement moves the event from Active to History only after the service accepts it.
- **Authorized access.** Approved users see alarms only for the monitoring sites assigned to their accounts.



Active alarms are prioritized and ready for operator acknowledgement.

Built as a companion to SCADAReach monitoring service

From alarm event to operator response

AlarmMessage extends awareness beyond the control room while preserving site assignment, operator identity, and response history.

01 Control system	02 Alarm monitor	03 Authorized routing	04 Operator response
SCADA detects an operational alarm.	The monitoring service sends the event securely.	The service identifies approved recipients.	The app records acknowledgement and history.

What operators can do

Receive	Push notifications for newly assigned alarms
Review	Active alarms with site, equipment, priority, message, and time
Acknowledge	Confirm review through a server-recorded action
Trace	Review acknowledged and cleared events in History

Designed for operational confidence

Secure access and storage. Email verification and authenticated access protect assigned alarm data. On Android, authentication tokens and cached alarms are encrypted at rest using Android Keystore.

Responsive mobile workflow. Foreground refresh, manual refresh, notification deep links, and account-safe device registration help operators reach the right event quickly.

Deployment fit. AlarmMessage is intended for organizations with a configured SCADAReach monitoring site. Account creation alone does not create monitoring service or connect alarm sources.

Put your alarms in reach

[Request pricing or discuss site setup at pricing@scadareach.com](mailto:pricing@scadareach.com)

Plans are available for 1, 3, or 5 authorized users per site. Contact SCADAReach for current pricing.



Secure Edge Gateway and expanded notification delivery

The Secure Edge Gateway connects configured plant alarm sources to the SCADAReach service. It provides a controlled path for alarm events to reach authorized operators, while optional Twilio integration can extend delivery beyond the mobile app through SMS text messages and automated voice calls.

01 SCADA and PLC	02 Secure Edge Gateway	03 SCADAReach service	04 Delivery channels	05 Operators
Configured alarm sources	Collects and prepares events	Authenticates and routes alarms	App push, SMS, or voice	Receive, review, and respond

A secure bridge from the facility to the service

Local connection	Connects to the alarm sources selected for the deployment and translates each event into a consistent notification record.
Controlled forwarding	Sends alarm information to the SCADAReach service through an authenticated, encrypted connection configured for the site.
Site-specific setup	Alarm points, priorities, recipients, and notification paths are defined during commissioning and verified with the customer.

Optional SMS and voice notification through Twilio

For teams that need an additional path beyond app push notifications, SCADAReach can be configured to use Twilio, an online cloud communications provider. Twilio Programmable Messaging supports programmatic SMS delivery, and Twilio Programmable Voice supports outbound automated calls.

Channel	Operator experience	Typical use
SMS text	A concise alarm message is sent to an approved mobile number.	Additional visibility when the app is not being actively viewed.
Automated voice	A configured number receives a spoken alarm notification.	Escalation or after-hours workflows that require a phone call.

Deployment considerations

- **Customer configuration.** SMS and voice delivery requires an enabled Twilio account, a suitable Twilio phone number, approved recipients, and configured credentials.
- **Carrier and regulatory requirements.** Message registration, recipient consent, geographic availability, carrier filtering, usage fees, and call or messaging rules may apply.
- **Layered notification.** SMS and voice should supplement the facility's primary SCADA alarming, operating procedures, and safety controls—not replace them.

Plan the right notification path for your site • pricing@scadareach.com