

## Operational Technology (OT) Alerts and Notifications

Keep your industrial operations running safely and efficiently with SendQuick's OT Alert and Notification Management Solution.



Unplanned equipment failure, process deviations, or network interruptions in operational environments can halt production, damage assets, and endanger personnel. In industrial and critical infrastructure settings, every minute of downtime counts.

That is why real-time OT alerts are essential. SendQuick ensures that your control room and field engineers are notified the moment an anomaly is detected, whether it is from SCADA systems, PLCs, sensors, or other industrial controllers.

With intelligent alert routing, notifications are automatically sent to the appropriate maintenance or safety personnel. If no action is taken within a set timeframe, the alert escalates to higher management or alternate channels for guaranteed visibility and swift resolution.

Stay informed through real-time monitoring, channel failover, and omnichannel notifications – ensuring that no alert goes unnoticed and that corrective action is taken immediately.

## TYPES OF USE CASES

- Process Alerts detect abnormal temperature, pressure, vibration, or flow rates in manufacturing or utilities.
- Equipment Failure Alerts identify malfunctioning pumps, motors, valves, or conveyor systems before they cause downtime.
- Safety & Environmental Alerts notify teams of gas leaks, fire alarms, or hazardous conditions that need urgent attention.
- Cybersecurity Alerts of unauthorised access attempts or potential breaches of OT systems and networks.



### Centralise Your OT Systems

SendQuick seamlessly integrates with major OT and ICS monitoring platforms, including SCADA, DCS, PLC networks, and industrial data loggers—bringing all your alerts into a single, unified platform. By centralising notifications from diverse control systems, you gain complete visibility across your industrial operations for faster response and improved efficiency.



### Real-time Alerts & Omni-channel Notifications

Our SendQuick text message alert system will send instant notifications on critical issues, including in air-gapped network or network with data diode. Receive your automated text alert on major messaging platforms such as voice, SMS, Email, and social messengers such as Facebook Messenger, WhatsApp Business, LINE, Viber, Telegram, WeChat, as well as collaboration tools like Microsoft Teams, Cisco Webex and Slack.



### Multiple Integration Method

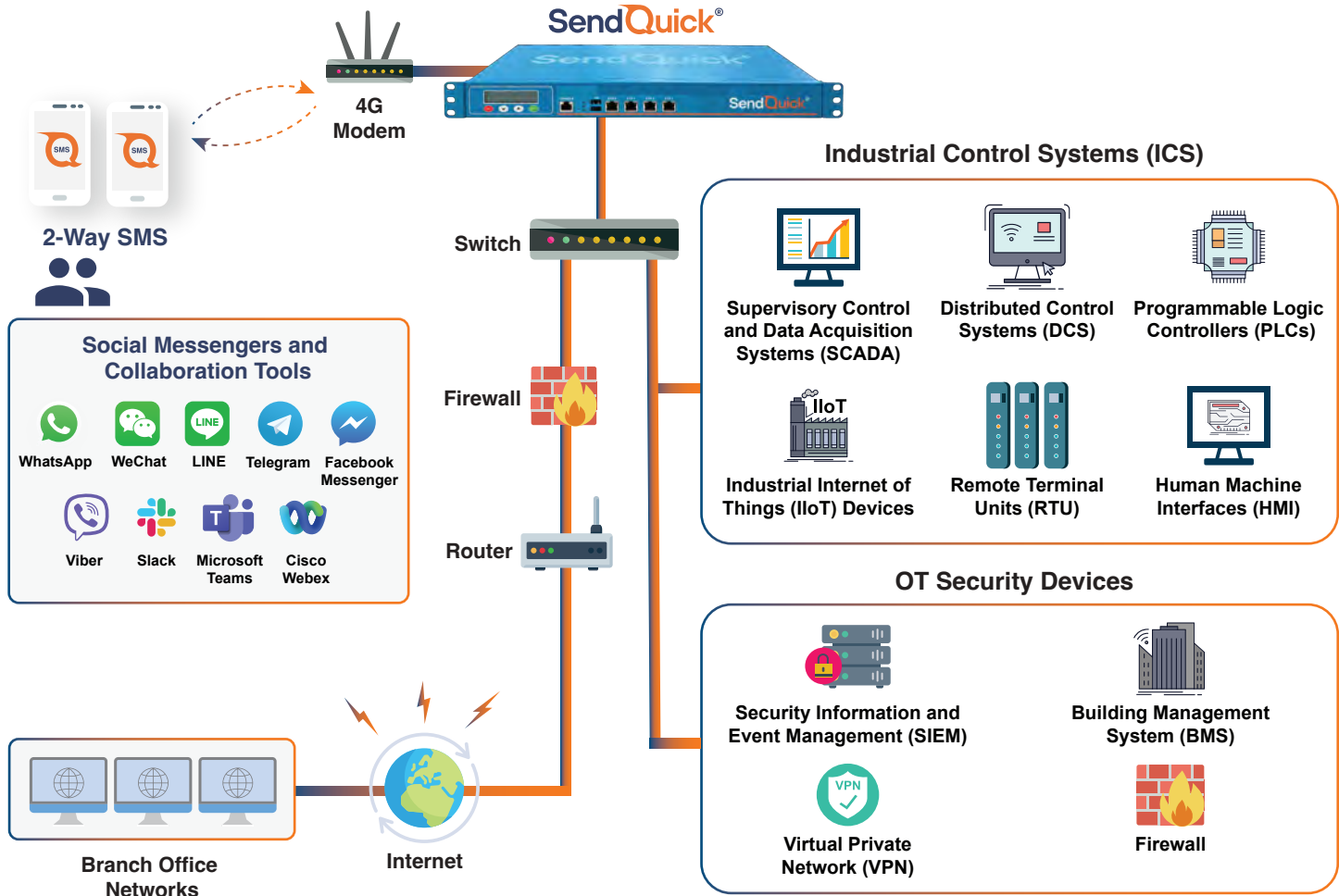
SendQuick's notification platform allows you to convert email to SMS (SMTP-to-Text), SNMP trap to SMS and Syslog to text with policy filters to ensure that only the relevant messages are sent. Additional integration includes REST API, SFTP, Modbus TCP and others.



### Smart Alert Management & Secure Deployment

Prevent alert fatigue with configurable triggers, filters, and multi-level escalation to ensure only relevant on-duty personnel are notified. Wide deployment methods include on-premise, cloud and virtual machine (private cloud). Deploy securely in air-gapped or on-premise environments – ideal for energy, utilities, manufacturing, and critical infrastructure industries.

## HOW IT WORKS?



## CLIENT TESTIMONIALS



SendQuick Entera has greatly boost our response time to IT events. Before using SendQuick Entera, we only relied on the email alerts from our network monitoring system which we realised is not fast enough for us. We want to stay highly responsive in keeping with our image and service standards of a 5-star resort hotel.

IT Manager Shangri-La's Rasa Sentosa Resort

## SUPPORTED PLATFORMS



## OUR PRODUCTS FOR IT ALERTS AND NOTIFICATIONS

### SendQuick® AlertPlus

SendQuick Alert Plus provides instant OT alerts and notification. With its intelligent alert routing, filter rules, and automated workflows. It ensures critical incidents are promptly communicated to the right teams, minimizing downtime and enhancing operational efficiency.

### SendQuick® Entera

SendQuick Entera provides instant OT alerts via SMS, email, chat apps (WhatsApp, Telegram, Teams), and voice calls. It ensures critical incidents are immediately communicated, with advanced routing, customizable escalation, and seamless integration with any systems and applications.

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