

ilert Incident Management Platform: An end-to-end solution for IIoT incident automation and resolution

Never miss machine malfunction again

The Rising Cost of Downtime

Downtime is increasingly costly for manufacturers, and there are a few culprits to blame:

- **Complexity.** Modern manufacturing systems, with integrated technologies such as IIoT, robotics, and AI, are highly complex. This complexity increases the likelihood of system failures.
- **Higher automation levels.** As manufacturers adopt higher levels of automation to improve efficiency, the dependency on machines and systems increases.
- **Supply chain interdependencies.** A disruption in one part of the chain can have a cascading effect, causing delays and increased costs throughout the supply chain.
- **Increased production speeds.** To remain competitive, manufacturers are pushing for higher production speeds. While this improves output, it also means that any downtime results in a greater loss of potential production, magnifying the financial impact.
- **Just-in-time production models.** Many manufacturers use JIT production to minimize inventory costs. While efficient, this model leaves little room for error; any downtime can immediately disrupt production schedules.



¹ For factories producing Fast Moving Consumer Goods and for Automotive, respectively. Here and further—source: [Siemens](#).

Incident Management Toolbox

ilert is an all-in-one SaaS platform with features for incident alerting and escalation, on-call management, call routing, and internal and external communication. With ilert, manufacturers can use a single application to cover the entire incident response — from prompt acknowledgment to learning after resolution. ilert ensures a reduction in MTTA from the first day of implementation.



[Read more here](#)

[→ Try ilert for free](#)

[→ Learn how IKEA reduced downtime with ilert](#)

ilert and IIoT Platforms

ilert is a valuable asset for developing, deploying, and managing IoT fleets and optimizing frontline operations. It connects with IIoT platforms via webhooks or prebuilt integrations. Any real-time data from monitoring logging, sensors, and machines can be turned into actionable alerts in ilert.

You can connect and send notifications to ilert from:

- **Fleet management platform**
- **Environment monitoring**
- **Data analysis system**

Capabilities

Alerting

If there is a malfunctioning, engineers will be immediately notified via SMS, voice, push, or messenger notifications. Escalation will continue until the issue is acknowledged. All alerts are actionable—specialists can take action right from the mobile from the first second an alert is received.

Call Routing

Establish the hotline for on-call teams. Ask callers for PIN codes, use multi-language IVR menus, and route calls based on the callers' input. Phone numbers are available from over 50 countries.

Easy to Implement

Set up your incident response system in a few steps, or use the ilert migration tool to transfer data from other tools.

Incident Communication

Provide teams and stakeholders with real-time status updates with the help of branded status pages.

On-call management

Implement flexible calendars to define on-call schedules with rotations. Overrides can be done on the fly from the mobile app.

User-friendly Interface

Ease mastering a new tool for your team and concentrate on your business uptime and stability.

Competitive Pricing

Choose wisely and evaluate the expenses for your business growth.

ilert Security and Compliance Commitment

- ✓ Full GDPR compliance and appointed Data Protection Officer
- ✓ ISO 27001 certification
- ✓ Subprocessors with data centers in the EU
- ✓ Secure infrastructure with a primary data center in the Frankfurt AWS region
- ✓ Reliable communication with multiple Telco providers
- ✓ Regular penetration tests