IGEAR INSIGHTS

IGear Insights - Ignition Meets Microsoft Teams
Real-Time Collaboration Where You Work

IGEAR INSIGHTS

Welcome

Brooks Korfhage

Sales/Integrator Program Lead

Sydney Wall

Customer Success Engineer

Ignition Meets Microsoft Teams: Real-Time Collaboration Where You Work

Countless Systems Detect & Display Alarms

Alarm Detected

Machines & Automation Systems
Maintenance Systems
Visual & Audio Signals
People

Countless Systems Detect & Display Alarms

Alarm Detected

Machines & Automation Systems
Maintenance Systems
Visual & Audio Signals
People

The Problem: These Systems Detect & Display Events, But None Manage How Humans Respond

00:00:15
$7,830.92

Time is money

People are spread thin

Countless Systems Detect & Display Alarms

Alarm Detected

Ignition!

The Problem: These Systems Detect & Display Events, But None Manage How Humans Respond

00:00:15

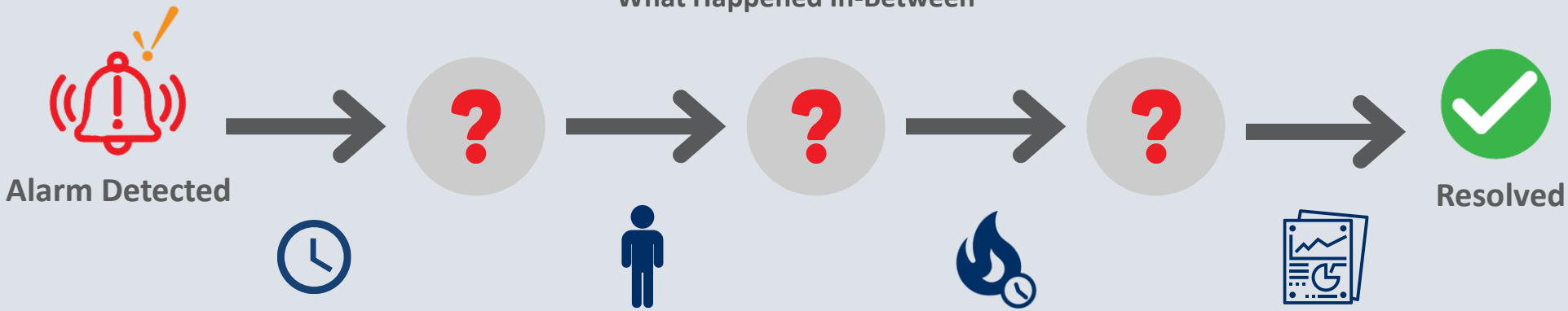
$7,830.92

Time is money

People are spread thin

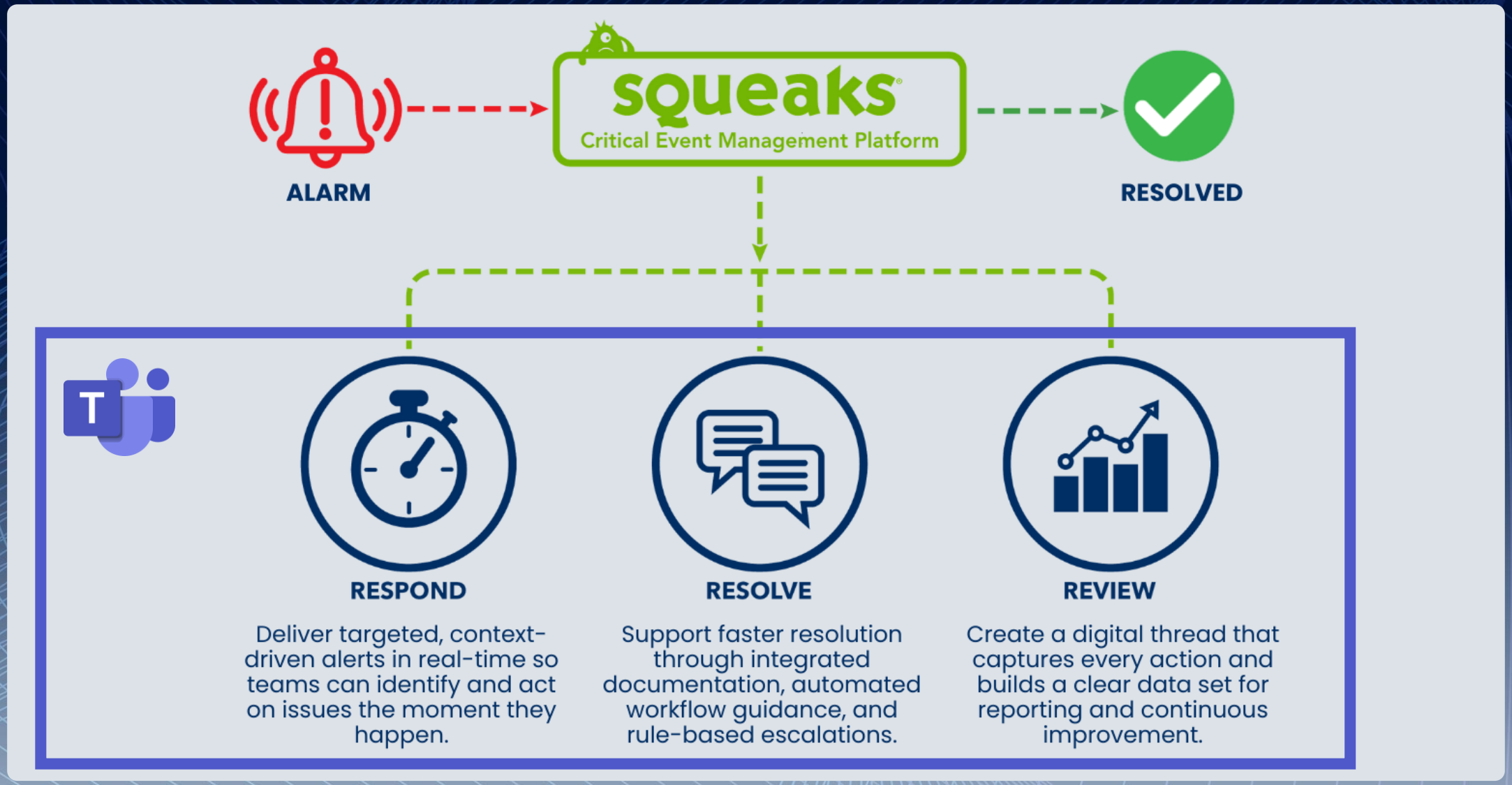
Human Response Management Today

Inefficient & No Knowledge of
What Happened In-Between

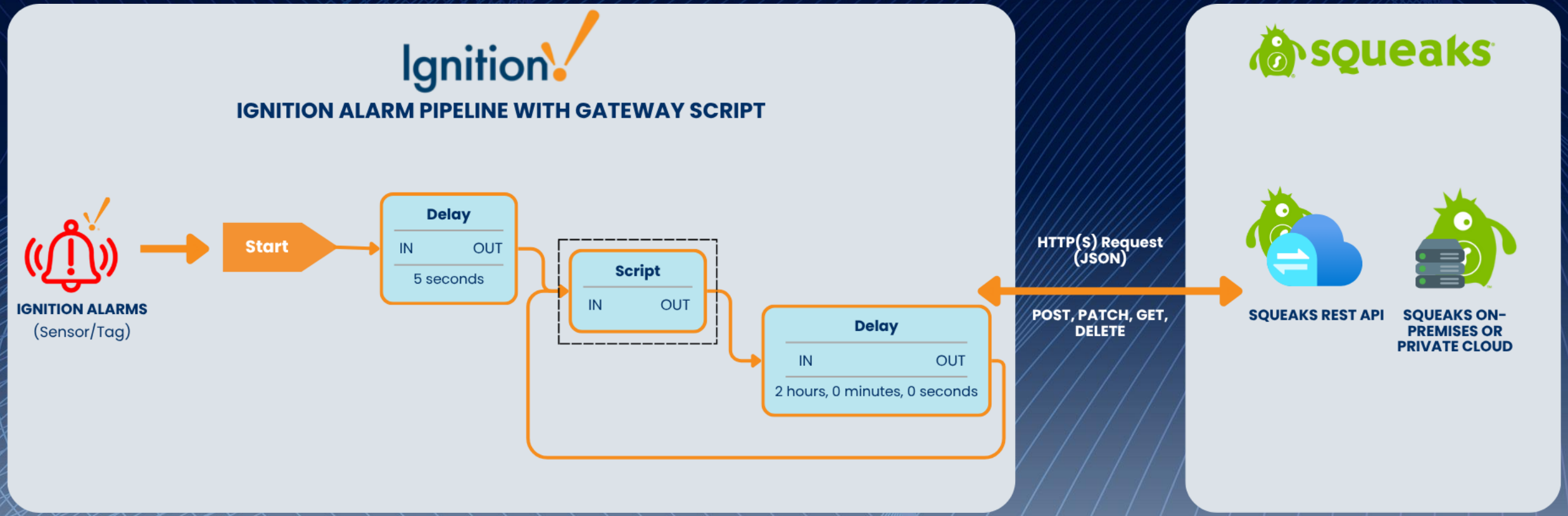


- Who was notified?
- When did they respond?
- Who acknowledged the problem and took ownership?
- What steps were taken?
- What can be learned for the next time?

SQUEAKS Closes The Gap

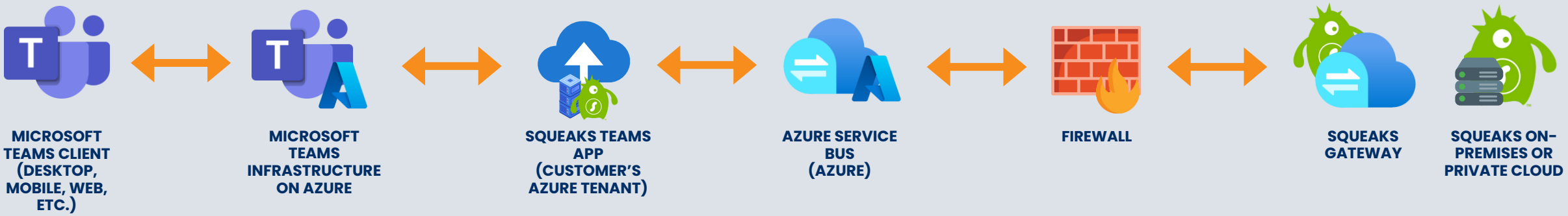


SQUEAKS + Ignition Integration

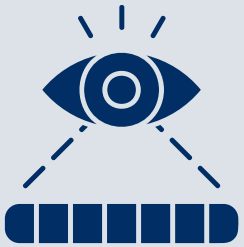


SQUEAKS + Teams Integration

Source	Destination	Method	Purpose
SQUEAKS Engine	SQUEAKS Teams App	Outbound TLS/SSL Connection	Push SQUEAKS messages and other SQUEAKS related content to the SQUEAKS Teams App.
SQUEAKS Teams App	SQUEAKS Engine	SQUEAKS Gateway	Send new or updated SQUEAK messages from the SQUEAKS Teams App to the SQUEAKS Engine.



Respond



Extending Alarm Visibility :

Automate notifications to mobile devices and Microsoft Teams

Target The Right People:

Ensure team members are only receiving notifications that are important to them

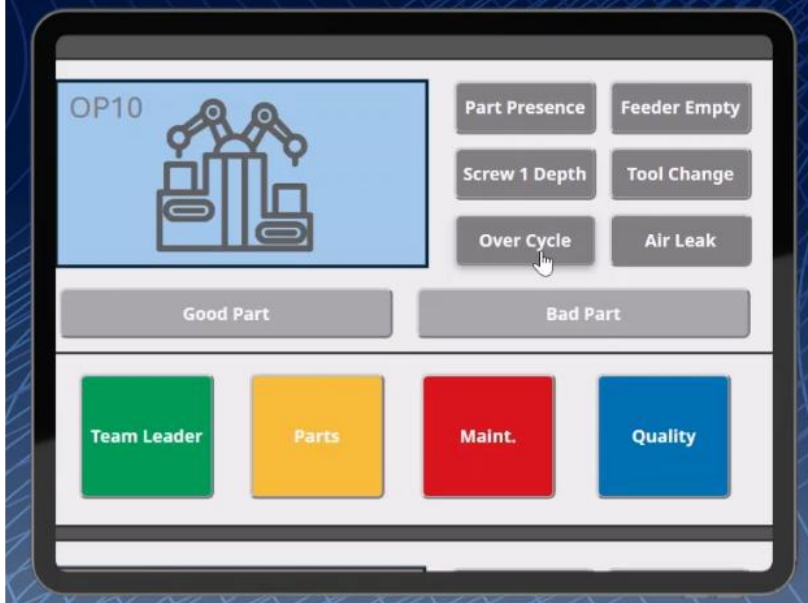
Accelerating Response Times:

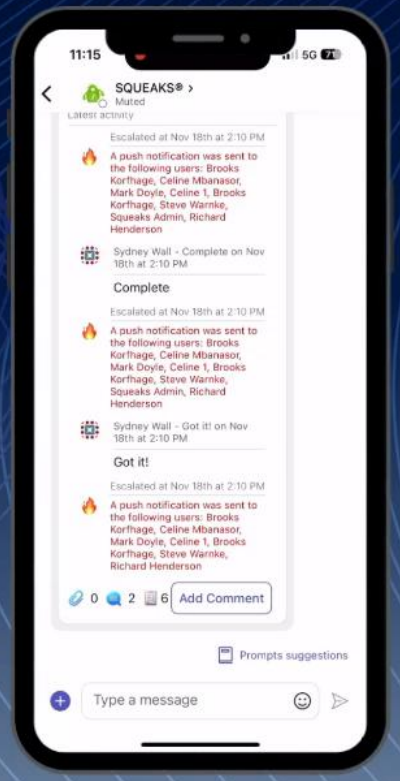
Use interactive workflows and escalation rules to resolve issues faster

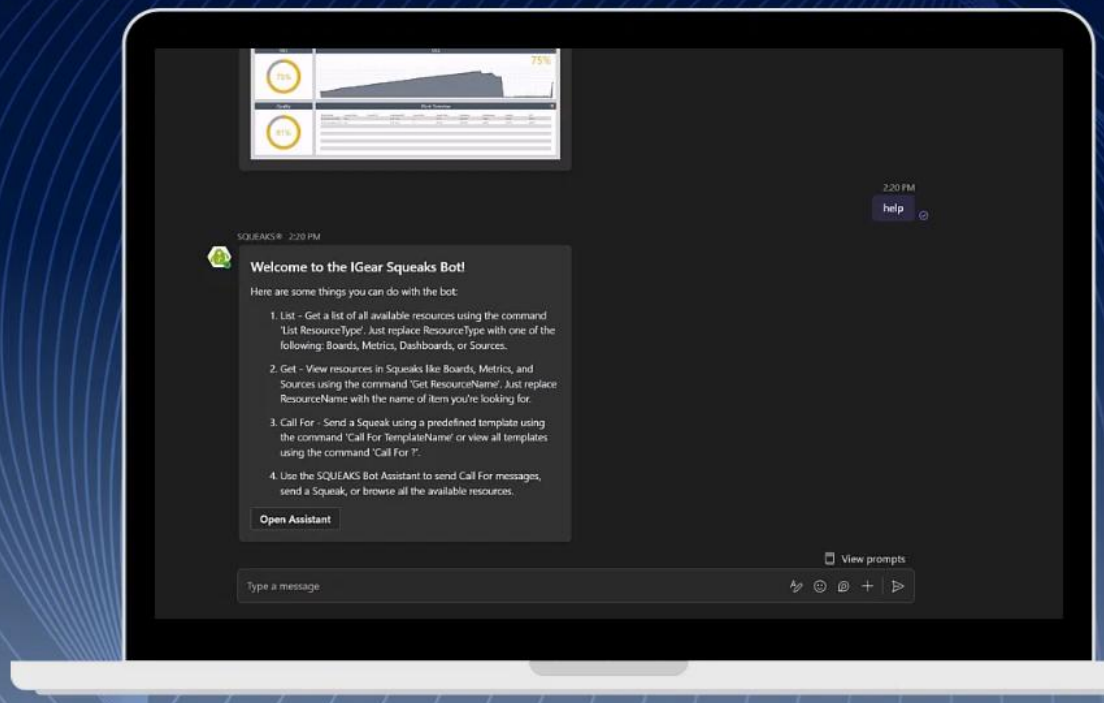
Respond: Notify the Right People Instantly

Ignition

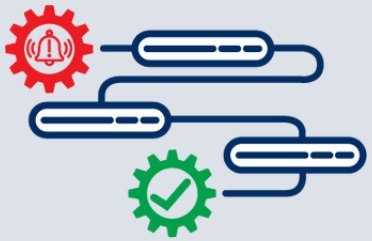
Teams + squeaks







Resolve



Structured Problem-Solving Workflows:

Provide team members with step-by-step guidance on how to resolve the alarm

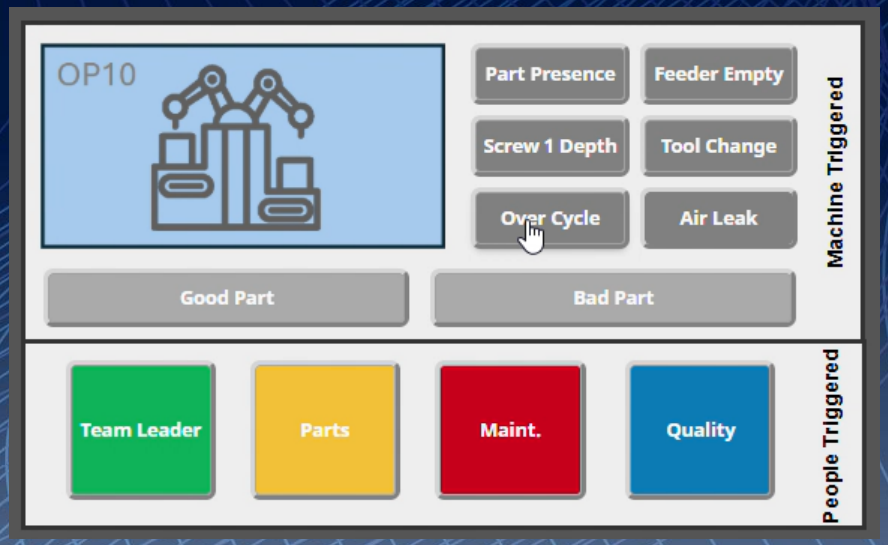
Automatically Embed Media:

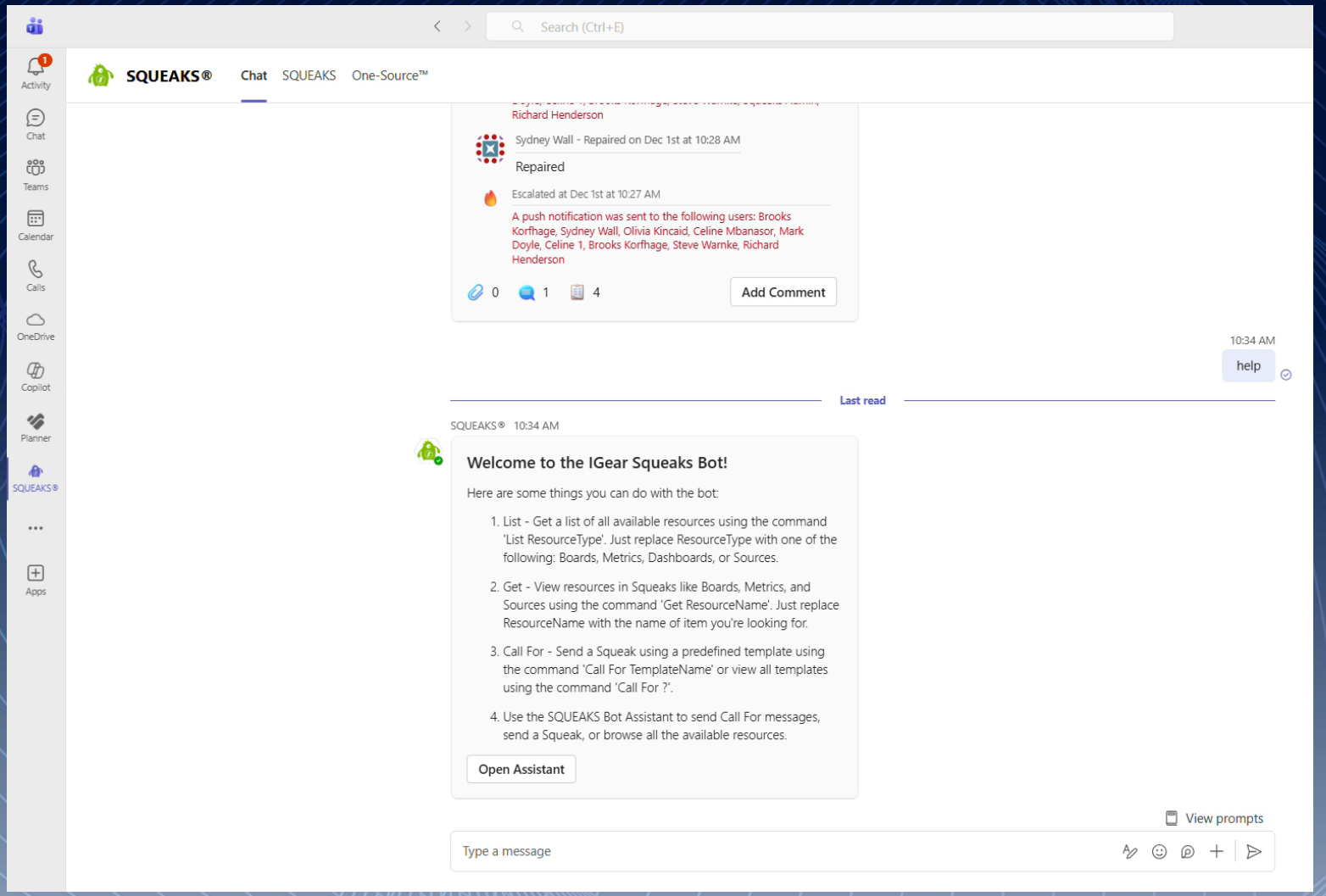
Automatically attach problem resolution text, training guides, electrical guides, and videos to Ignition Alarm alerts based off Alarm Type

Time based Escalation Rules:

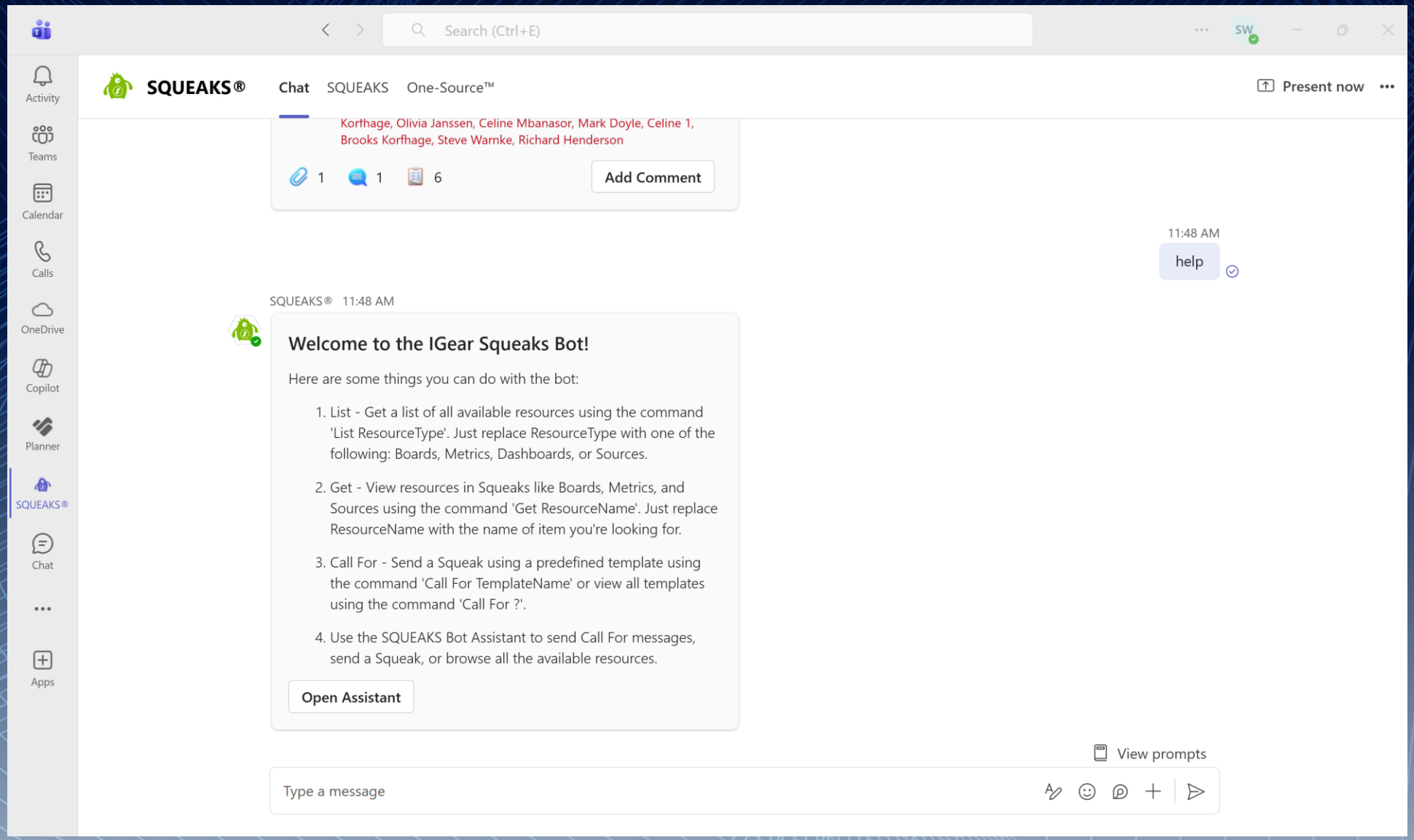
Ensure closed loop communication with Escalation Rules that automatically escalate to the next level based off time till Ignition alarm has been acknowledged or cleared

Resolve: Structured Problem Solving Workflows

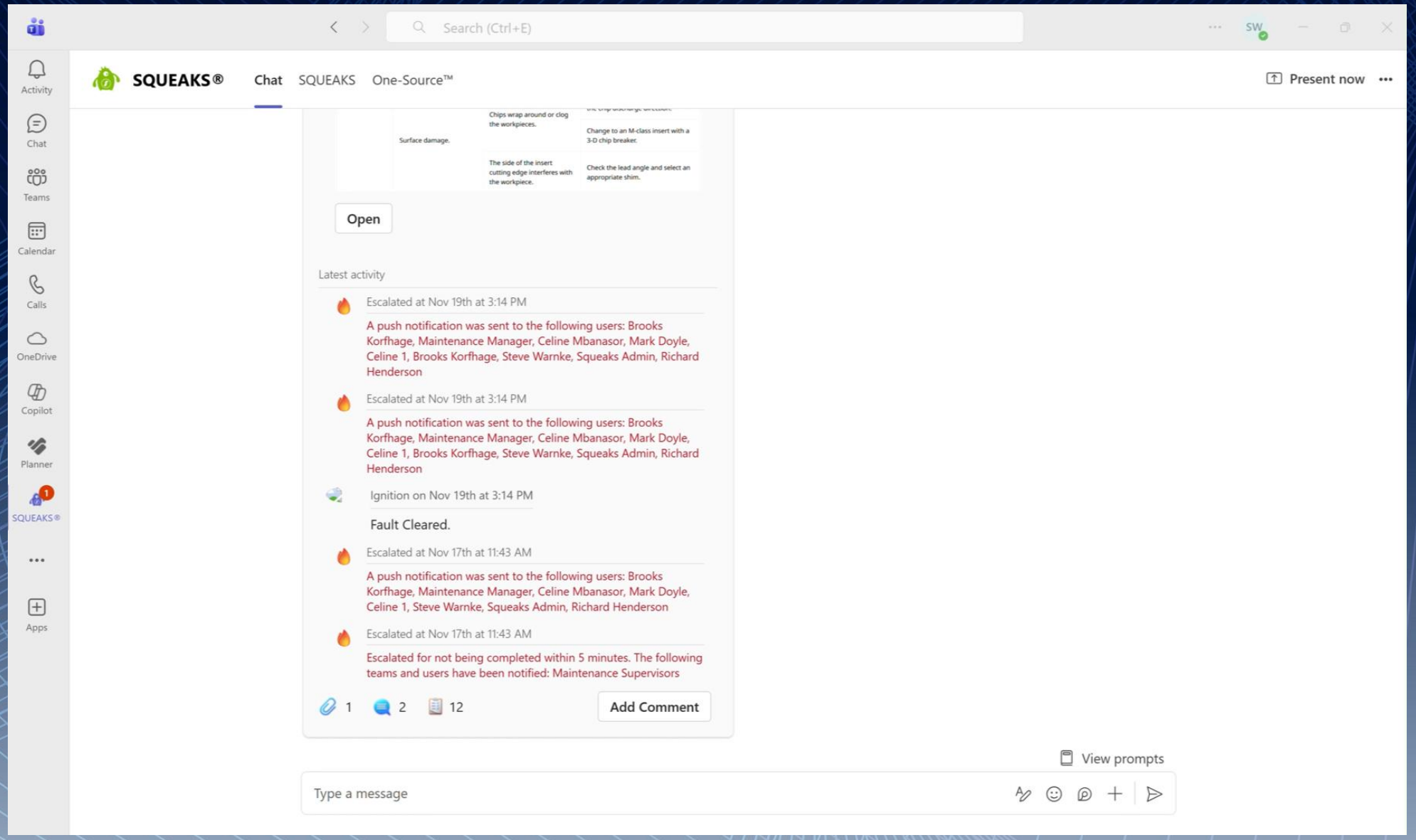




Resolve: Automatically Embed Media



Resolve: Time Based Escalation Rules



Review

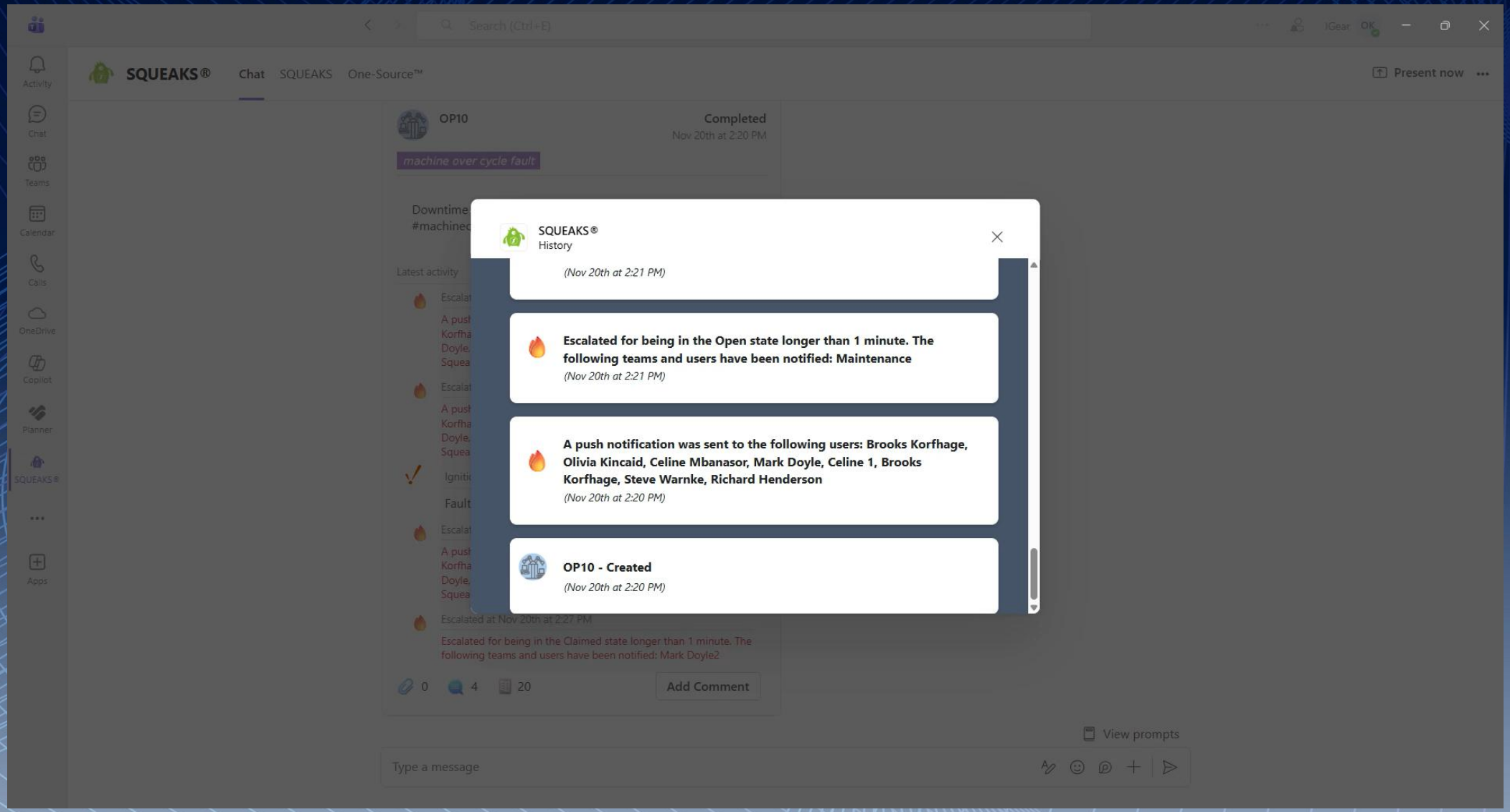
Digital Trail:

A digital trail of every action taken is captured.

Gain Insights:

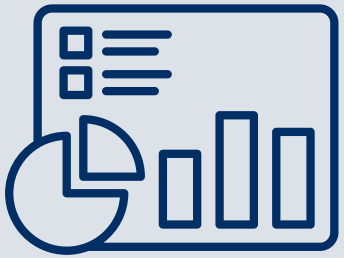
Track every interaction for performance analytics and continuous improvement

Review: Digital Trail



Viewing SQUEAKS No-Code Dashboard in Teams

Track performance across key areas

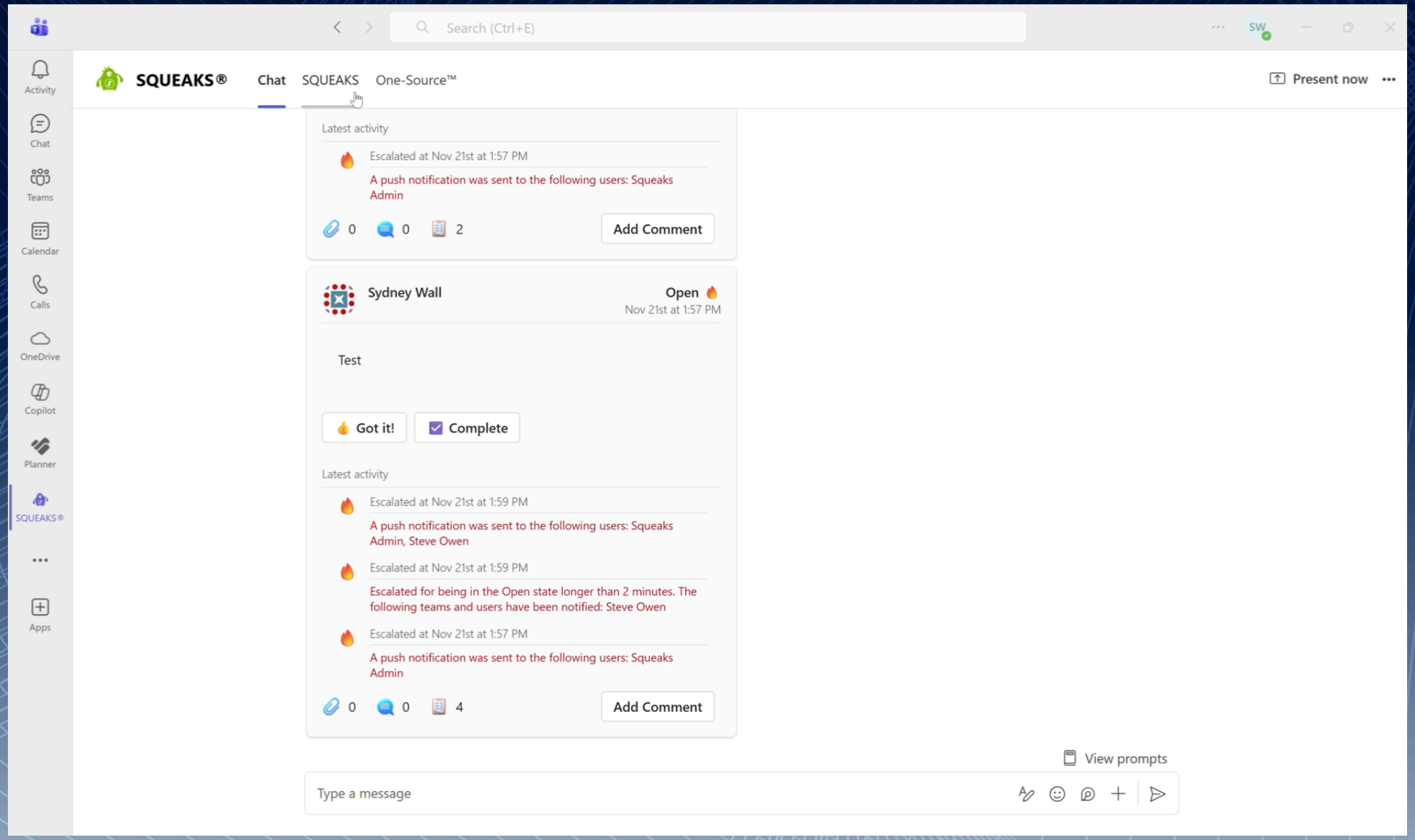


Bring Ignition data into live dashboards in Microsoft Teams

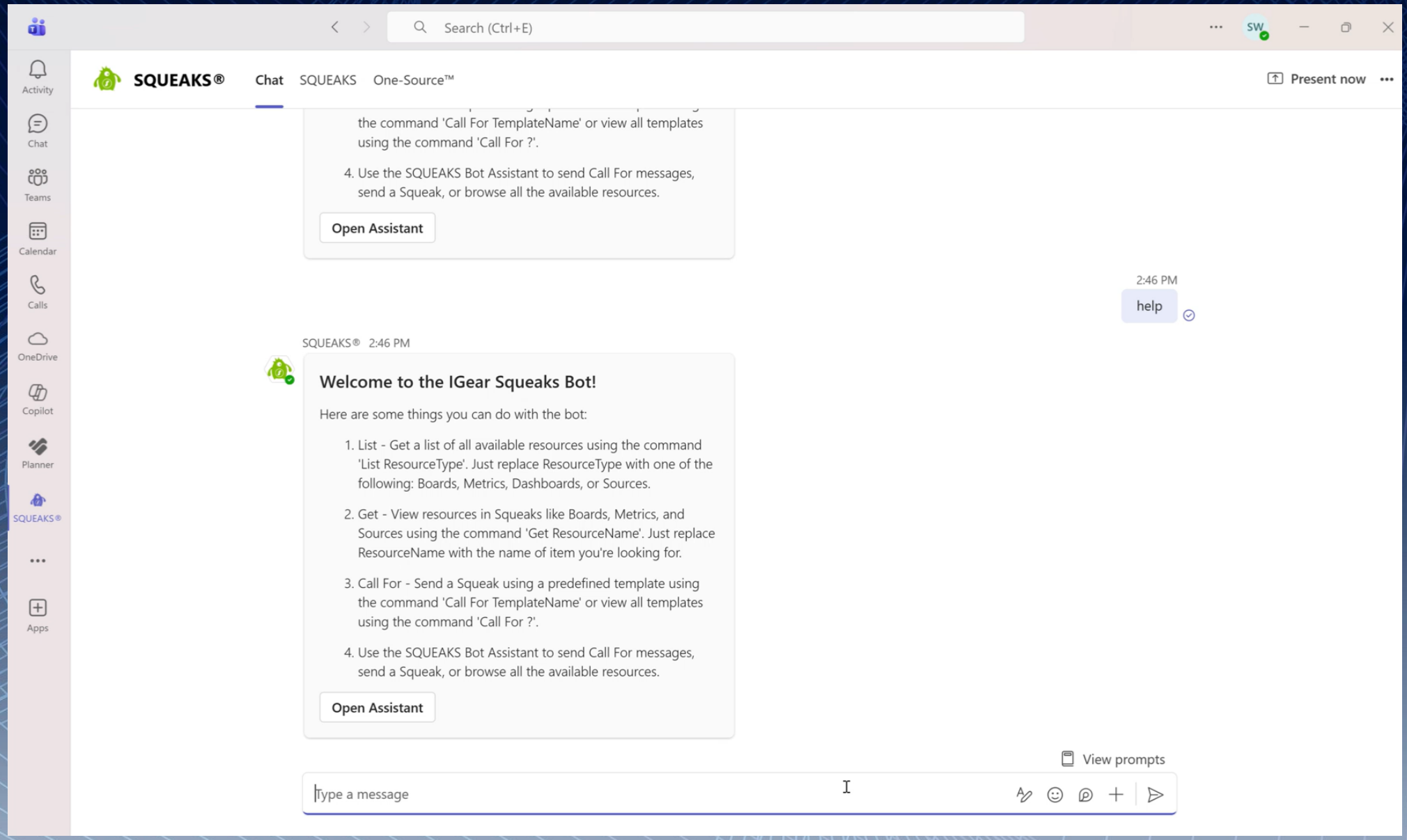
SQUEAKS drag and drop editor lets users create custom views that highlight their most important information

Dashboards can display Ignition data alongside data from other sources providing a complete unified view.

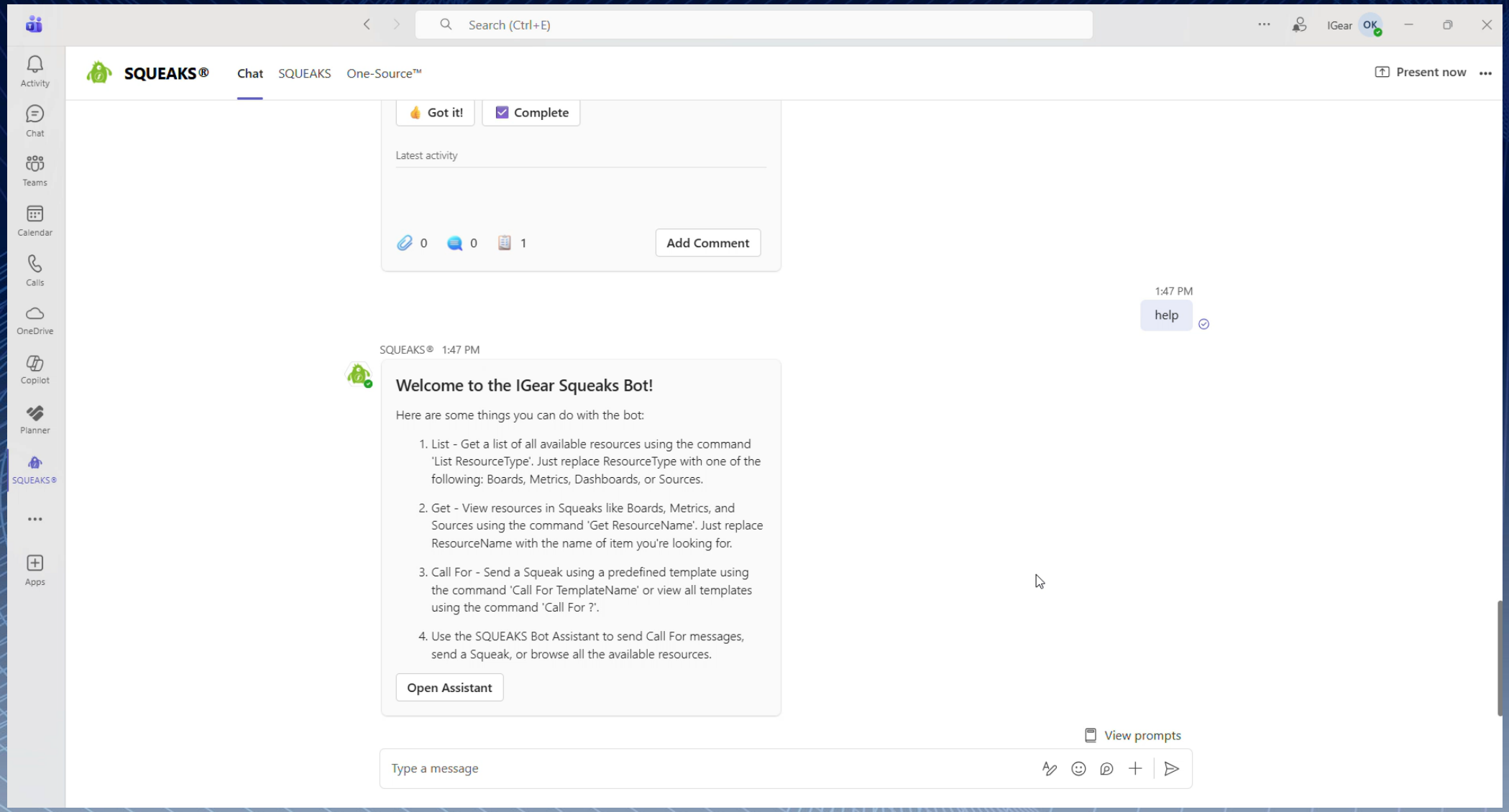
Viewing SQUEAKS No-Code Dashboard in Teams



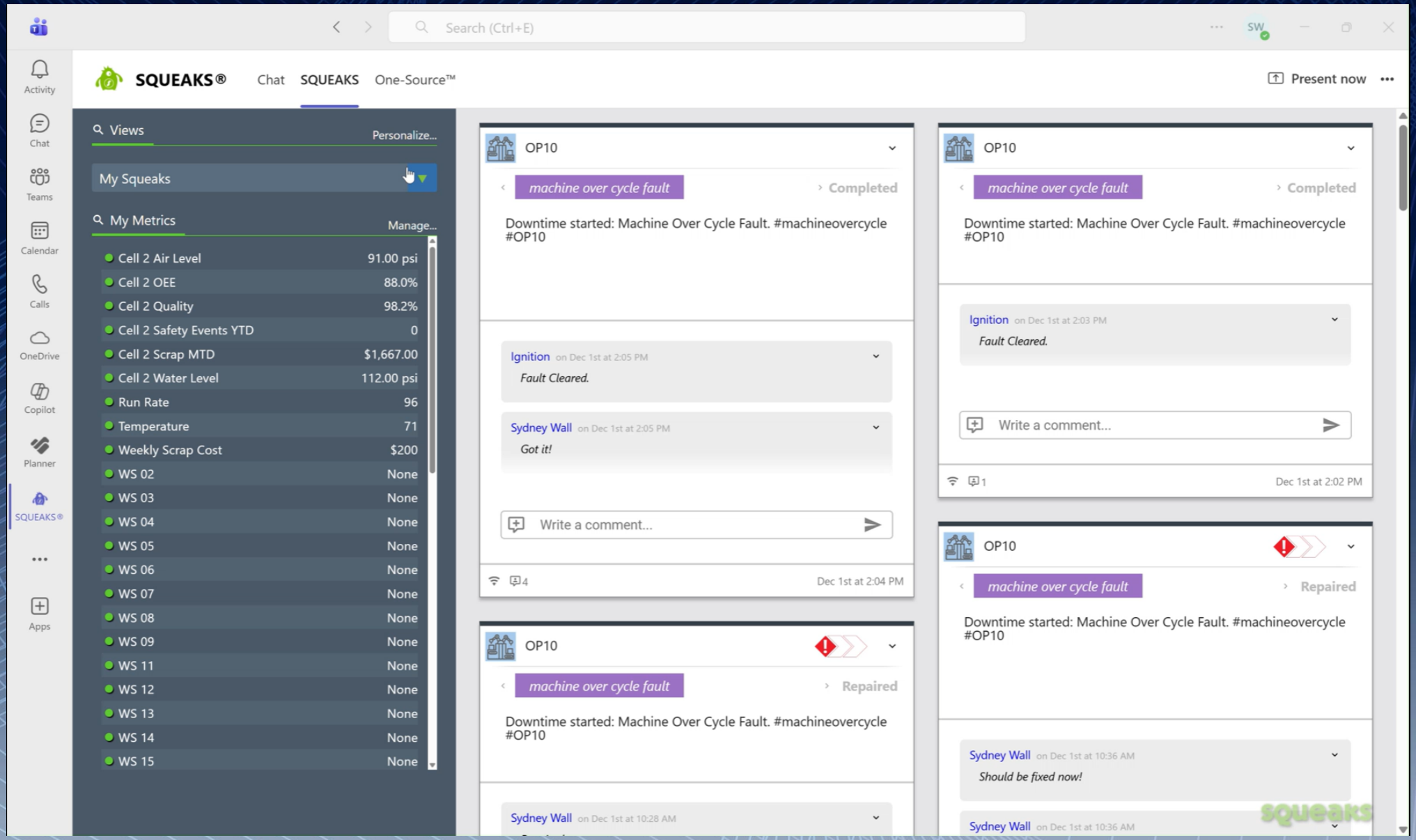
SQUEAKS Bot: Training On-Demand



“Call For” From Teams



One-Source in Teams



Benefits of SQUEAKS - Critical Event Management

RESPOND

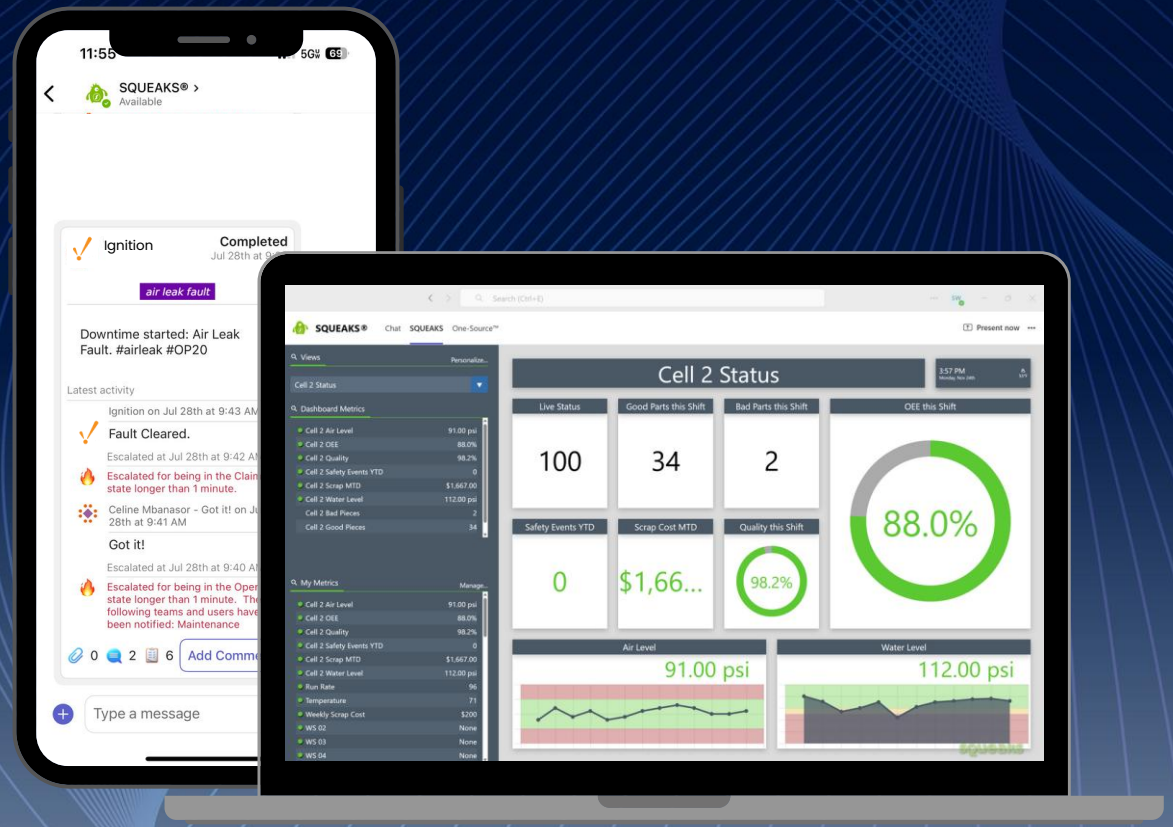
Targeted, context-rich alerts delivered the moment an event occurs ensure that the right people receive the right information immediately.

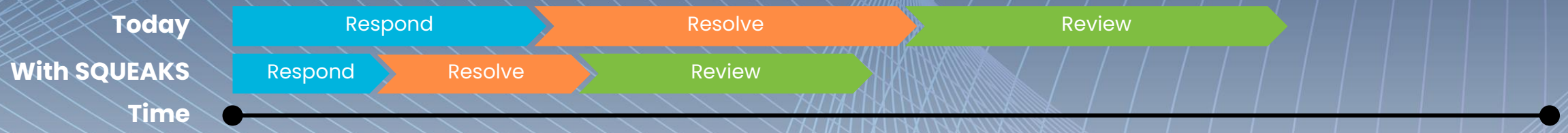
RESOLVE

Integrated human-response workflows enable seamless coordination from the moment an event begins until it's fully resolved.

REVIEW

Every action, response, and resolution becomes part of a digital thread—creating a rich data set for analysis and optimization.





IGEAR INSIGHTS

Thank You!