

 **ALARM CONTROL CENTER**

ACC V24 Roadmap

Imprint

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1 Release ACC V24 (Date 11/01/2023)

With **ACC V24**, we are taking the first steps toward cloud readiness and thus, towards the future of the ACC.

The new release is also intended to provide simplified configuration and operation for redundantly structured ACCs, additional features related to the ACC app and the ACC web service, and numerous enhancements for existing ACC components.

In addition, the new agent for PCS neo will provide an interface to Siemens AG's web-based PCS neo process control system.

1.1 First steps: ACC as SaaS in the Cloud

In the future, the Alarm Control Center will also be available as a cloud solution. Therefore, we will make the existing ACC "cloud-ready" as a first step. The current plan is to provide a first version with selected agents and channels at the end of 2023.

In a second step, a completely new "Software as a Service" (SaaS) solution will be created. Under the project name "ACC 365", we will therefore develop an outstanding alerting solution in the cloud over the next few years. For this, we are using our more than 20 years of experience in the field of alarm management and combining this with the many advantages of a cloud solution such as higher scalability, availability, and flexibility.

Since a cloud solution is not necessary or desired in every project, there will also be new versions of our current "On-Premise" ACC. However, the new ACC 365 should also be able to be installed as an On-Premise solution in the next few years. This should allow existing ACCs to be replaced by ACC 365 as an On-Premise version.

A first version of the ACC 365 solution is planned for 2024.

1.2 General improvements

- Backup and restore will be extended by the backup of the entire ACC configuration. This comprehensive backup is to be available for both, a one-time and a cyclic backup.
- Replacement of MSXML parser 4.0 with MSXML parser 6.0, removing potential security vulnerabilities.
- New agent for UDP to replace the obsolete Siclimat X agent.
- Integration of a new Text-To-Speech engine: The previous TTS engine is to be replaced by an up-to-date version to support more languages and current operating systems.
- Support of Microsoft SQL Server 2022: The ACC can also be used with the current version of the SQL server. However, for backward compatibility reasons, the new SQL Server version is not yet integrated into the ACC setup.
- Further development of the e-mail channel/agent: It will be possible to process e-mails with multiple attachments. Multiple attachments (including embedded images) can be downloaded from the e-mail agent and forwarded through the e-mail channel.

1.3 ACC app and ACC web service

- Improved reliability when sending push notifications to Apple devices: In the future, it will be possible to send push notifications not only via the Apple Push Notification Service (APNS). In the event of an error, it should also be possible to switch to Firebase Cloud Messaging (FCM) from Google.
- Further development of the Team plan option: The following new functions and improvements are planned for the ACC app:
 - The name of the service team will be more clearly recognizable.
 - It will be possible to configure the name of an escalation step via the ACC user interface and to display it accordingly in the ACC app.
 - There will be the option that only one participant per participant line can be activated via the team plan. All other participants in the same participant line should be automatically deactivated when a participant is activated via team plan.
- Categorization of a message via the ACC app: In the future, it will be possible to categorize messages via a new button. The selected category can then be evaluated and exported in the ACC archive.
- Custom link on a message: It should be possible to display a link in the message details of the ACC app. This link can be configured in WinCC when a message is triggered. By clicking on the link, for example, the web browser can be opened with a WinCC WebUX process image or any other desired URL.
- Acknowledge messages in push notification: This option should also be available for the Android app.

1.4 Redundancy manager for the ACC

The redundancy manager is intended to make the configuration and operation of a redundant ACC even easier. It is planned as a central component on the ACC server that monitors and controls the redundancy and thus opens many possibilities for improving a redundant ACC.

The exact functional scope of the redundancy manager is currently being defined.

1.5 Agent for SIMATIC PCS neo

The new agent for SIMATIC PCS neo is developed as an interface to the web-based process control system PCS neo from Siemens AG. OPC UA A&C (OPC Unified Architecture Alarms and Conditions) is going to be used as the interface. The exact functional scope of the agent is currently being defined.

We also participate in the Siemens AG Product Partner Program for PCS neo.

Note: This is the preliminary roadmap, changes are possible at any time.

2 ACC Roadmap: What's next?

