SCADA-AWARE MOBILE STANDARD AND PREMIUM EDITIONS – *FEATURE DETAILS*

Feature	STANDARD	PREMIUM	Description
Direct delivery of alarm to client device	✔	✔	Alarms are delivered DIRECTLY to the mobile device or desktop. SCADA-Aware Mobile does NOT use e-mail, SMS or pagers. When an event happens, the server pushes updates to connected client devices without requiring action by the user.
Supports SCADA system	✔ (One)	✔ (Multiple, multi-vendor, simultaneous)	Multiple, multi-vendor, simultaneous support using third-party aggregator (dependent on vendor support).
Supports network management systems		✔ (Multiple, multi-vendor, simultaneous)	Multiple, multi-vendor, simultaneous support using third-party aggregator (dependent on vendor support).
Number of tags	Tier 1: 1,000 Tier 2: 2,500 Tier 3: 5,000	Unlimited	
Number of users	Tier 1: 5 Tier 2: 10 Tier 3: 15	Unlimited	
Client software runs on Android	✔	✔	
Client software runs on iPhone	✔	✔	

Feature	STANDARD	PREMIUM	Description
Client software runs on Windows desktops & laptops	✓	✓	
Each user can log into two client devices simultaneously	✓	✓	
Escalation (automated & intelligent)	✓	✓	Escalation is built into the server. Details such as which escalation levels to use and the time an event remains at an escalation level are configuration items. Generally there are three levels of escalation: 1, 2, and 3. The initial alarm is at level 0.
Current, historical & related values (real-time)	✓	✓	The data is continuously updated using push and pull technologies.
Ad-hoc one-time queries	✓	✓	Real-time query and viewing of alarm information on mobile device. The information can be updated any time.
Easy alarm acknowledgement by user	✓	✓	A tagname in alarm state can be acknowledged immediately by the alarm recipient through his/her device, usually with only one button and without needing to compose a message or run a different application. The acknowledgement is immediately visible to all recipients of that alarm.
Delay definitions	✓	✓	A delay can be specified before the tagname is delivered. If the tagname drops out of an alarm state during the delay, the tagname is not sent to any client.
Communication technology support	✓	✓	Support for transparent switching among multiple mobile network technologies (2G, 3G, 4G) and carrier technology to/from WiFi & wired LAN.
Positive acknowledgement of alarm delivery to client	✓	✓	Alarm notification is positively acknowledged and the action logged on both the server and the client to provide accountability. An acknowledgement request returns in a response with success or failure within a few seconds.
End-to-end reporting	✓	✓	Default and customized reports can be easily generated and, if needed, downloaded onto Excel.
Feature	**STANDARD**	**PREMIUM**	**Description**

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Connectivity awareness	✓	✓	SCADA-Aware Mobile raises alarms about itself when: - No logged in user is available to receive the alarm - The server fails to talk to the SCADA system - The server fails to talk to the Historian, or - A logged-in user's mobile device fails to talk to the server.
GUI-based administration & maintenance	✓	✓	Easy-to-use Database Editor provides the ability to input alarm descriptions, user descriptions, and specification of which user gets which alarm and at which escalation level. Tag groups and user groups can be created to facilitate this. The Editor also provides the ability to configure the behavior of the event server with timeouts, network addresses, and specification of how it receives the alarm events from the underlying system.
Secure connectivity	✓	✓	By default, SCADA-Aware Mobile is configured to encrypt communication among all components, authenticate through Windows Active Directory or internal database, and act as a read-only client of the SCADA system because writing acknowledgements to the SCADA system can be turned off. All connections can be encrypted (SSL/TLS). Mobile clients connect through a carrier network or a local WiFi access point. External clients connect to the SAM Secure Proxy Server running as a service in the cloud. Internal clients connect directly to the SAM Event Server.
Audit logging	✓	✓	State changes associated with an alarm as well as the different stages in an alarm delivery are logged events. Events on both the clients and the servers are logged. The logs provide the means to review events to reconstruct an event timeline.
GPS-based alarm delivery		✓	The system can locate designated recipients within a geo-fence set on a per alarm basis (other flexible arrangements are available). This ensures that designated personnel closest to the event get the alarm first.
Ad-hoc short-term queries (multiple previous values)		✓	

For more information, please call 972-731-8800, ext 110 or 102