Help operators recover, and give engineering fewer repeat problems.

An alarm should tell your team more than which light came on. Connect recovery guidance, production losses, product impact, and shift handoff so each interruption leaves your team better prepared for the next one.

The same fault should not need the same investigation every shift.

A recurring alarm can send an operator looking for help even when someone on another shift already knows the recovery steps. Meanwhile, engineering sees a long alarm list without a clear view of which faults deserve attention first. IntelliTrack brings the active alarm, its guidance, and its history into a workflow the whole team can use.

Production

Give operators the agreed recovery information at the point of need, reducing dependence on avoidable maintenance calls.

Engineering

Choose improvement work using recurrence and lost time rather than whichever alarm was reported most recently.

Quality

Review the alarms present during processing instead of treating every rejected part as an isolated event.

An intermittent fixture fault keeps bringing maintenance back.

Across several shifts, operators repeatedly call for help with the same fixture alarm. The team documents an approved recovery procedure, reviews when the fault recurs, and checks the associated product records. Operators have a clearer response, while engineering can investigate the recurring condition with a defined history. [1]

Review the alarm problems affecting your line.

We can walk through operator recovery, recurring losses, and the product records needed to investigate it.

Read the full FAQ: factorydatasystems.com/intellitrack-alarm-management

1. This is an illustrative workflow, not a measured customer result.

How it works and what to consider

1. Give the operator a starting point

The Active Alarms board shows standing alarms, first-out information, and configured recovery guidance. Operators can acknowledge alarms in place and follow the site's approved response.

2. Put recurring faults in order

Compare fault counts, duration, severity, and product impact. Use alarm journals, heat maps, and reliability reports to identify what happens most often and where engineering effort could help.

3. Follow the effect on the product

Alarms raised during processing appear on the Product Report. Review that context alongside the part's results when deciding whether an interruption contributed to a quality problem. Use the built-in shift handoff feature to carry the recorded alarm and downtime context into the next shift.

Questions your team may ask

Will this eliminate maintenance calls?

Some interruptions may be resolved through approved operator recovery. Mechanical faults, unsafe conditions, and unresolved problems still require maintenance and the site's escalation procedure.

Can we see which alarms cost us the most?

Fault Paretos can compare counts and duration, with severity and product impact available for analysis. Meaningful results depend on the machine states and fault information your equipment supplies.

Can we connect an alarm with a rejected part?

Alarms raised while a part is being processed appear on its Product Report. That association provides investigation context; it does not by itself establish that the alarm caused the rejection.

How does this help the next shift?

The built-in shift handoff feature brings recorded alarms, downtime, and production context into a summary for the incoming team. Supervisors can review the linked reports, discuss unresolved problems, and prepare operators for recurring conditions.

Plan the setup

Configure meaningful machine states, fault codes, product impact, and recovery instructions. Follow site safety and escalation procedures; guidance does not authorize operators to perform maintenance outside their training. The Active Alarms board is live; historical OEE reporting uses summarized machine time. Generated shift handoff summaries require Assist and a configured Summaries provider connection.